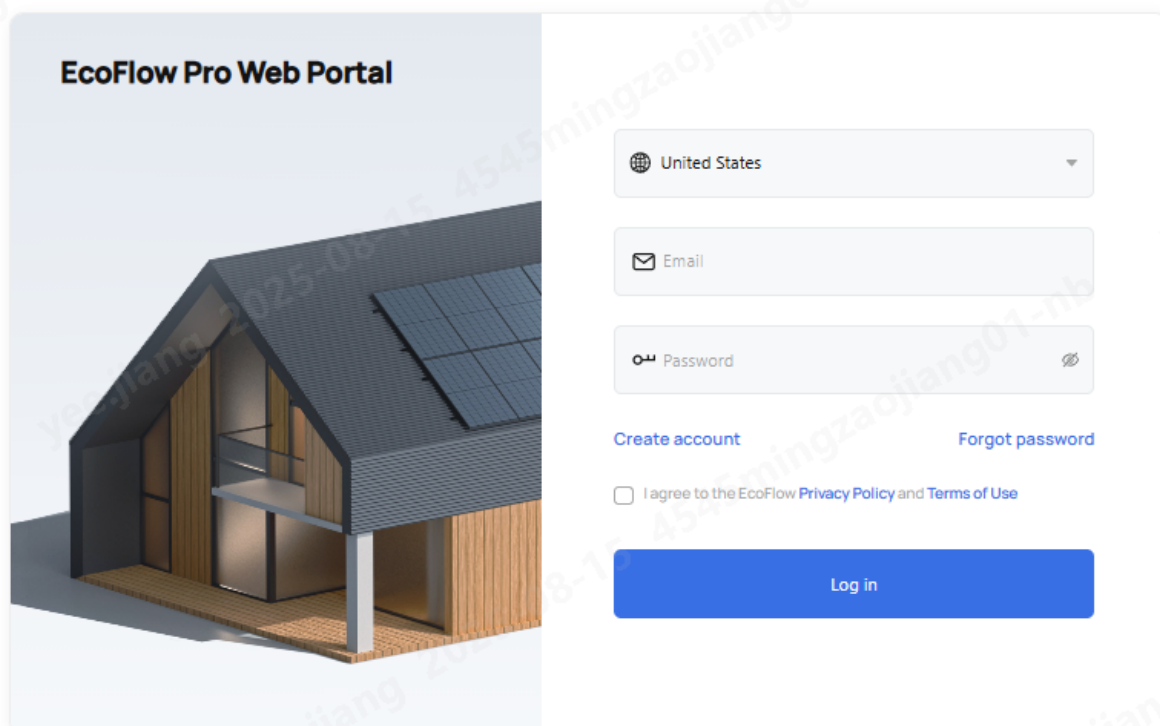# ΞCOFLOW

North America Home Storage – Web User Manual for Service Provider V1.0

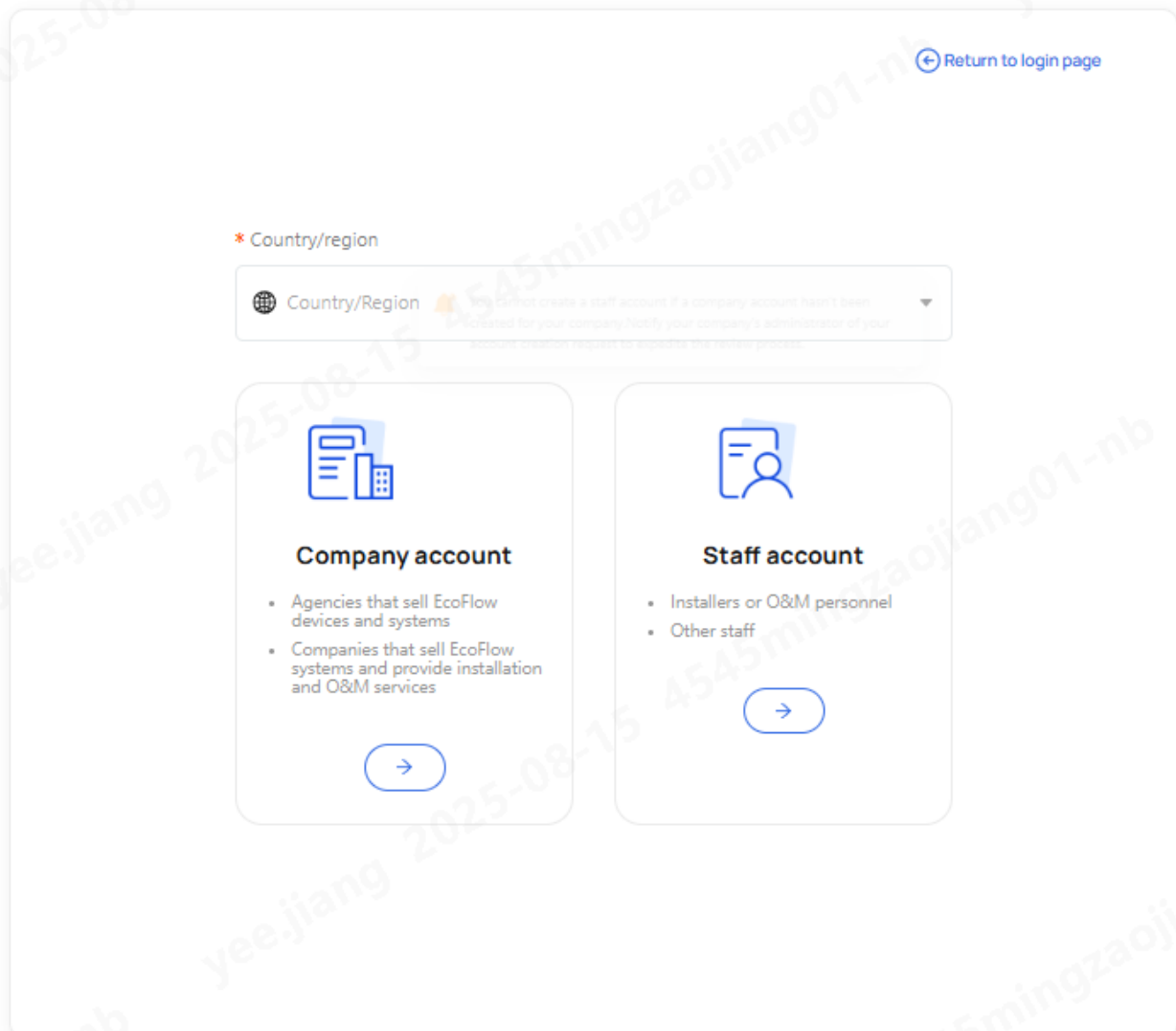## 1. Registration

1.1 Create an Account

Click "**Create an Account**" to enter the registration page.

1.2 Select Registration Country

- If you are a service provider company administrator, you are first required to register as a **Company Account**.

- If you are an employee of the service provider company, select **Staff Account** for registration

1.2.1   Register a Company Account

Fill in the relevant information for the Company Account.
Note: When selecting **Solution**, choose **EcoFlow Ocean Pro Series**.

○ Company information — ○ Email verification — ○ Registration completed

Company name & address

* Company	Enter	* Country/Region	Germany ▼
Province/State	Enter	* City	Enter
* Address	Enter	* Zip code	Enter

Contact information

* Name	First name / Last na...	* Email	Enter
* Phone number	▼ / Enter		

Solution ⊕

* Solution	▼	* Company type	▼
Service areas	Country/... ▼ / Province/State		

☐ I agree to the EcoFlow **Privacy Policy** and **Terms of Use**

Continue

1.2.2 Register a Staff Account

Fill in the Staff Account information.

Note: Enter the **Company ID** of the company you wish to join. The enterprise will review and approve your account afterward.

2. Home Page Functions

2.1 System List – Filter and Search

2.1.1 Statistics for Systems Visible to the Current Account:

- **Administrator:** Can view all installed systems.
- **Installer:** Can only view systems commissioned by them.

2.1.2 Function Overview

System Quantity:

- Total installed systems
- Number of non-commissioned systems

System Status:

- Online systems
- Advanced systems

Faults and Errors:

- Total number of faults
- Device list visible to the account; data is displayed only if the device is installed
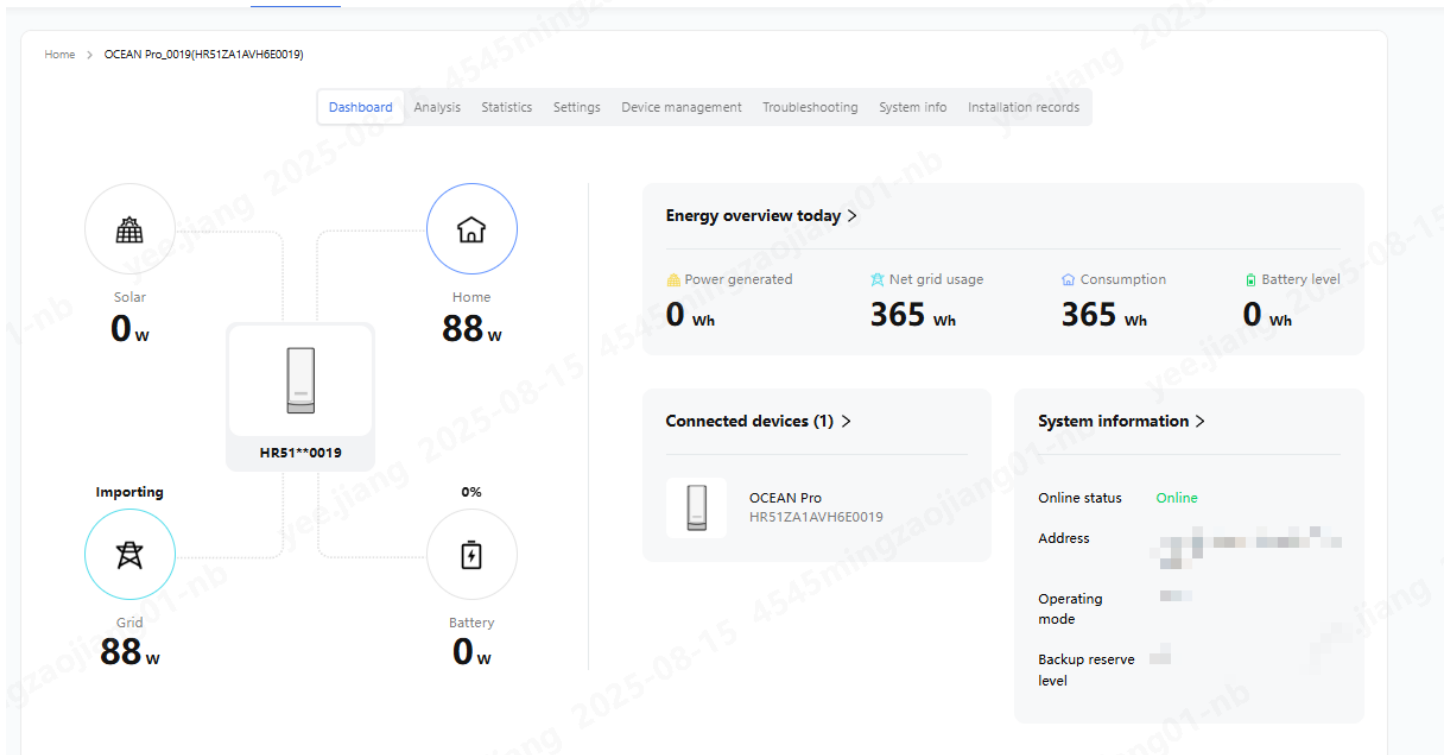

2.2 View Device Details

Check the energy flow diagram and status of the selected device.

2.3 Data Analysis – Select Component Data

2.3.1 How to Use:

1. Check the components whose data you want to view.

2. Click **Apply**.

2.3.2 Export Data

- The button supports exporting component data.

Home > OCEAN Pro_0019(HR51ZA1AVH6E0019)

Dashboard   Analysis   Statistics   Settings   Device management   Troubleshooting   System info   Installation records

Dashboard analysis

Data configuration »

Real-time data

System location time	
Local time	

display(HR51ZA1AVH6E0019)

- time_task_conflict_flag   -
- time_task_change_cnt   -
- storm_pattern_enable   false
- storm_pattern_open_flag   -
- parallel_type   -

runtime(HR51ZA1AVH6E0019)

- pow_get_l1   -
- plug_in_info_l2_amp   -
- dt_pcs_grid_vol_l1_rms   -
- dt_pcs_grid_Fre_l2   -

Export   Past hour

2.4 View Historical Energy Flow Data

- Data can be viewed by **Day, Week, Month, or Year**.

Home > OCEAN Pro_0019(HR51ZA1AVH6E0019)

Dashboard   Analysis   Statistics   Settings   Device management   Troubleshooting   System info   Installation records
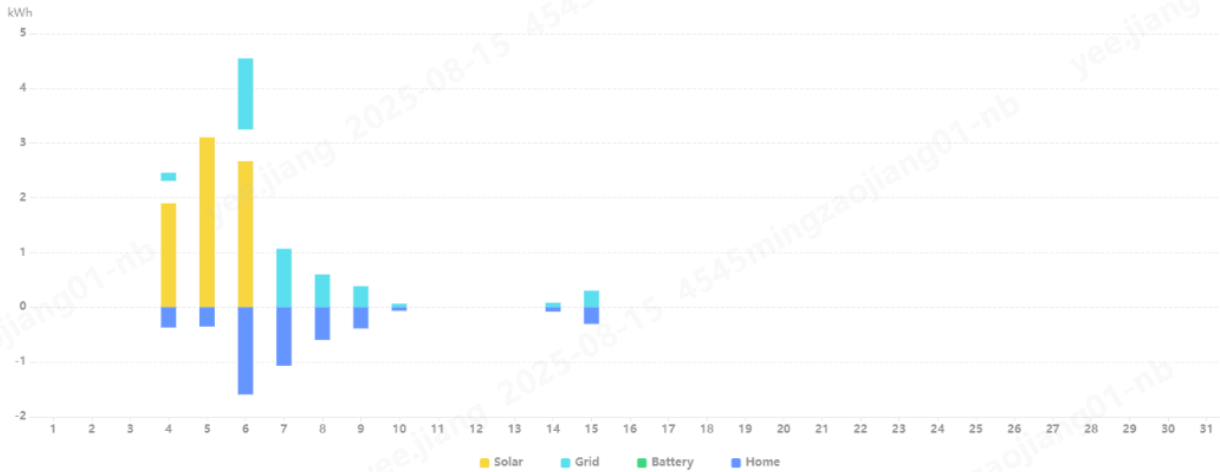
Overview ▾ | Day   Week   Month   Year   Total   <   Aug, 2025   >

Energy independence ⓘ	From solar	To home	From battery	To battery	From grid	To grid
🍃 18.09 %	☀ 9.34 kwh	⌂ 5.86 kwh	🔋 0.00 kwh	0.00 kwh	🗼 4.80 kwh	0.00 kwh

Legend: ■ Solar   ■ Grid   ■ Battery   ■ Home

2.5 Configure Device Basic Information

- Set grid connection test parameters and edit safety settings.

2.5.1 How to Use:

1. Click **Edit** to modify safety settings and other parameters.

2. Click **Save** after making changes.

Home > OCEAN Pro_0019(HR51ZA1AVH6E0019)

Dashboard   Analysis   Statistics   **Settings**   Device management   Troubleshooting   System info   Installation records

Settings

Basic setting
Refresh   Edit

Maximum current of the main circuit breaker	120A	Inverter rated power	11500W
System operating mode	-	PTO (Permission to Operate)	true
Backup reserve level(%)	0%	Grid connection	PANEL_GRID_IN
Max feed-in power	24000W		

Pre-grid connection test settings
◯ Refresh   Edit

Configure the IoT module to connect to the IEEE 1547 grid connection testing device.

URL/IP   Server port

Secure communication
bidirectional
authentication
certificate

Grid code
Refresh   Edit

U.S.-IEEE 1547.1

System nameplate information

Active power rating at unity power factor (nameplate active power rating)	24000W	Active power rating at specified over-excited power factor	19200W
Specified over-excited power factor	0.8	Active power rating at specified under-excited power factor	19200W
Specified under-excited power factor	0.8	Apparent power maximum rating	24000W
Normal operating performance category	3	Abnormal operating performance category	3
Reactive power injected maximum rating	14400Var	Reactive power absorbed maximum rating	14400Var

2.6 Manage Device Components

- View status, version numbers, and other component information.

Home > OCEAN Pro_0019(HR51ZA1AVH6E0019)

Dashboard   Analysis   Statistics   Settings   **Device management**   Troubleshooting   System info   Installation records

▾ **OCEAN Pro**   SN:HR51ZA1AVH6E0019   Firmware version:7.33.87.28

| Type	Component	Component SN	Model number	Firmware version	Status	Activated on	Operation
Inverter	EMS	HR51ZA1AVH6E0019	24kW	1.1.1.3	Online		Manage
Inverter	PCS	HR51500AVH62A01P	24kW	1.1.0.41	Online		Manage
IOT	IOT	HR51C00AVH6BA075	24kW	5.3.0.87	Online		Manage

2.7 Device Fault and Status Diagnostics

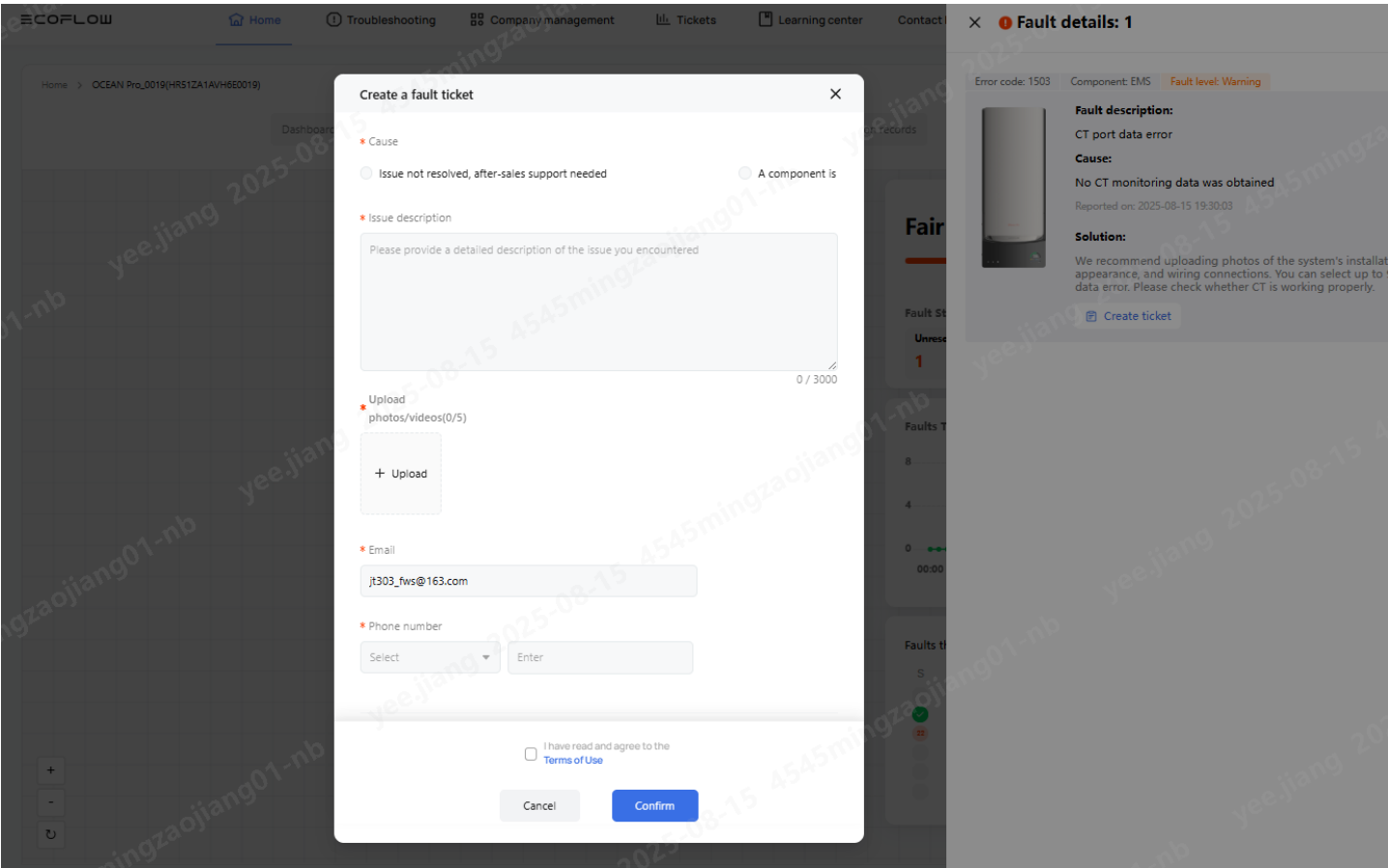- Monitor fault time, date, and device status.
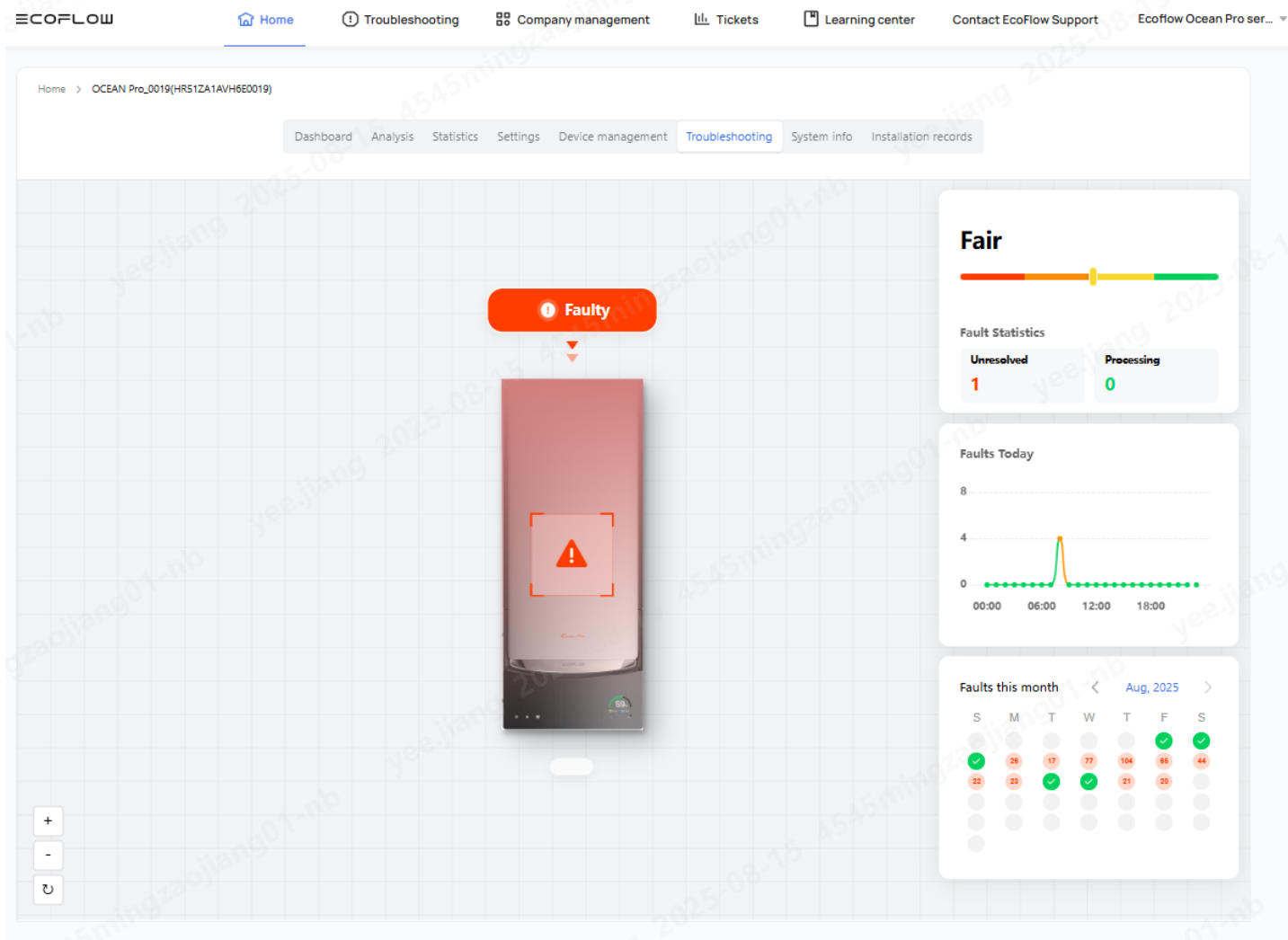
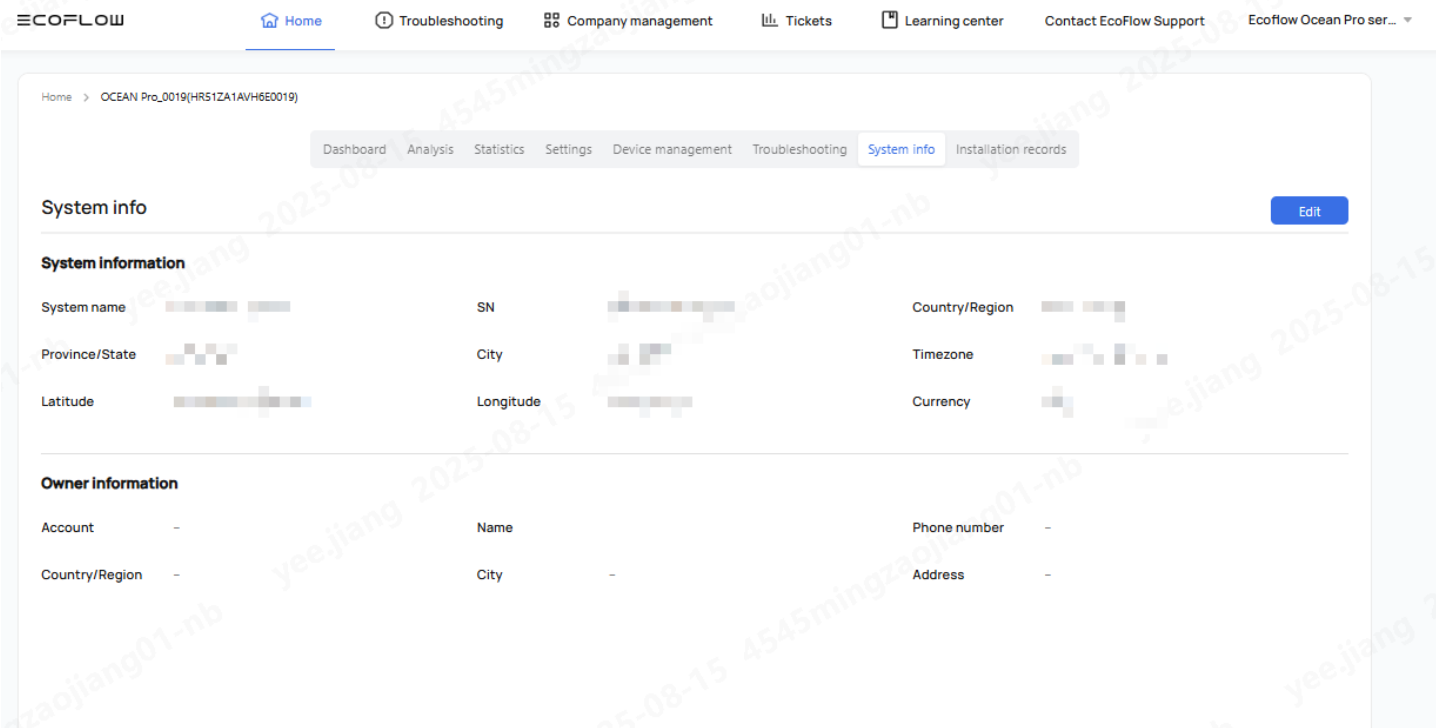## 2.8 View Fault Details

- Provides recommended solutions.
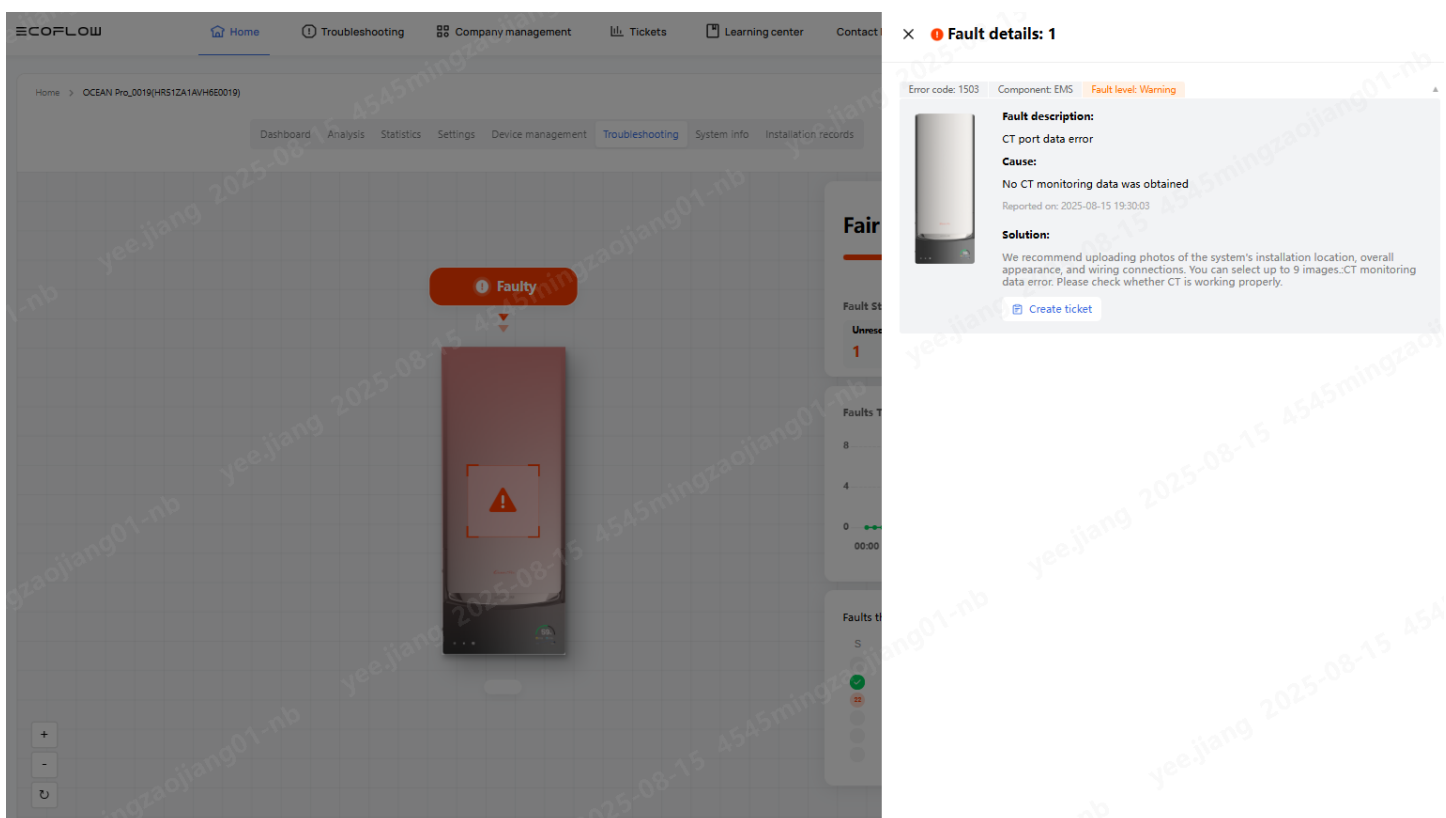
2.9 Create a Support Ticket Based on Fault Details
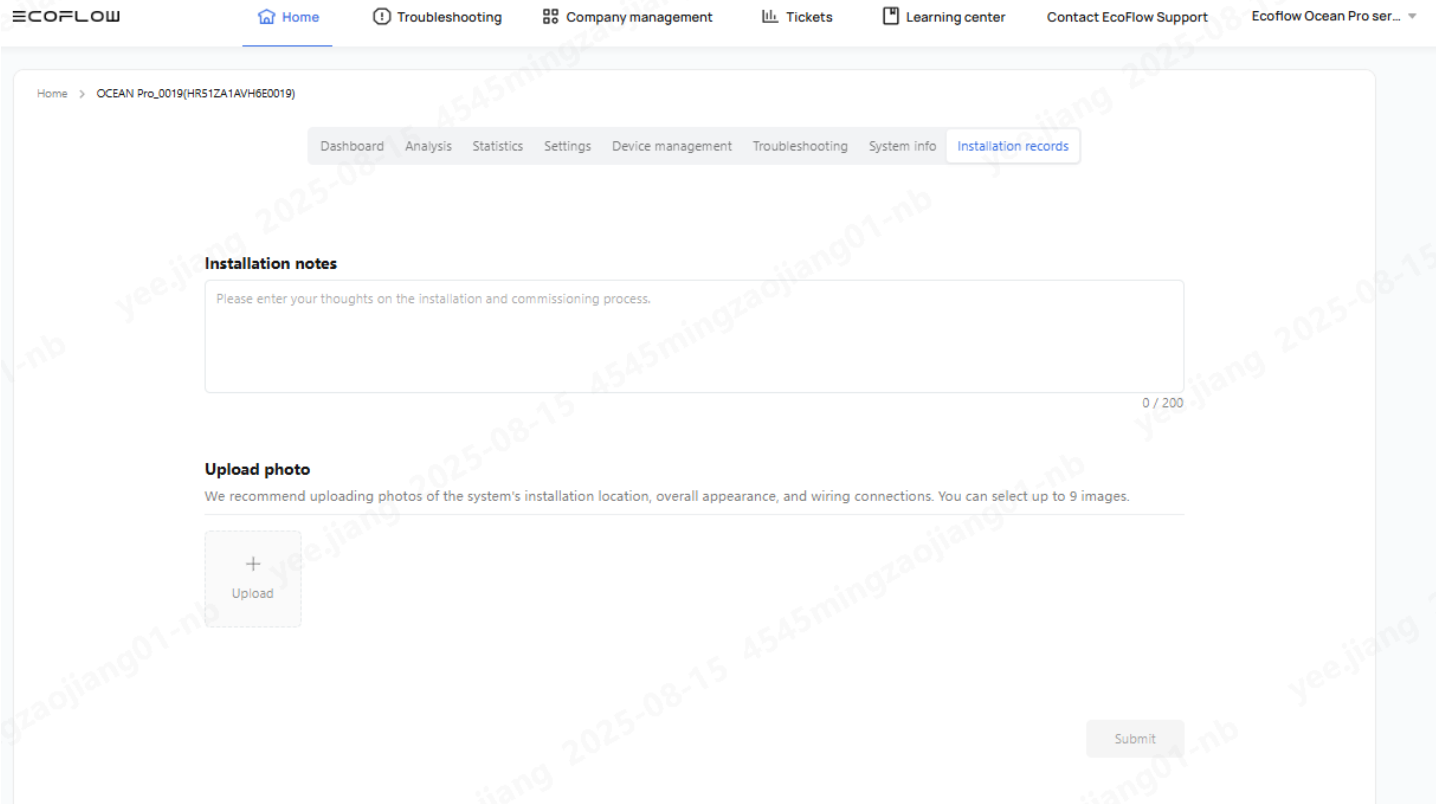
• Submit to EcoFlow for assistance in resolving issues.

2.10 Edit Device and Owner Information

2.11 Installation Records

- Leave comments or upload images to provide feedback to EcoFlow.

3. Faults and Notifications

3.1 View Real-Time Fault Overview

- Information can be filtered.

Fault list　Ongoing　History

| System name/SN ▾ | Enter the code | Severity level ▾ | Status ▾ | | | Export | Reset | Search |

System name	System SN	Type	Device SN	Error code	Fault name	Level	localTime	Reported on	Operation
OCEAN Pro_0021	HR51ZA1AVH6E0021			2501	Grid abnormal	● Info	2025-08-15 19:29:04	2025-08-15 19:29:04	Details
OCEAN Pro_0019	HR51ZA1AVH6E0019			1503	CT port data error	● Warning	2025-08-15 19:25:01	2025-08-15 07:25:01	Details
EcoFlow SHP3 SHP3_0042	HR51VIRTUALS0021	Hybrid Inverter		2501	Grid abnormal	● Info	2025-05-26 20:25:18	2025-05-26 08:25:18	Details
OCEAN Pro	HR51VIRTUALS0022	Hybrid Inverter		1801	Low battery	● Info	2025-03-21 16:31:56	2025-03-21 04:31:56	Details
OCEAN Pro	HR51VIRTUALS0022	Hybrid Inverter		1400	System version validation failed	● Error	2025-03-21 16:31:56	2025-03-21 04:31:56	Details
OCEAN Pro	HR51VIRTUALS0010	Hybrid Inverter		2501	Grid abnormal	● Info	2025-03-21 10:48:28	2025-03-21 10:48:28	Details
OCEAN Pro	HR51VIRTUALS0010	Hybrid Inverter		1001	Energy storage communications fault	● Warning	2025-03-21 10:48:28	2025-03-21 10:48:28	Details
OCEAN Pro	HR51VIRTUALS0027			2668	Reverse connection of PV8 string	● Error	2025-03-12 16:39:11	2025-03-12 02:39:11	Details
OCEAN Pro	HR51VIRTUALS0027			2649	PV6 hardware input overcurrent	● Error	2025-03-12 16:39:11	2025-03-12 02:39:11	Details
OCEAN Pro	HR51VIRTUALS0027			2635	Open circuit in PV4 switch transistor	● Error	2025-03-12 16:39:11	2025-03-12 02:39:11	Details

Total 29　〈　1　2　3　〉　10 / page ▾　Go to [ ] Page

3.2 View Details of a Real-Time Fault

Details　✕

2501　Info　2501　　　　　　　　　　　Grid abnormal

Cause:
Grid error or grid port cable sequence is incorrect
Reported on: 2025-08-15 19:29:04

Solution:
1. The device has detected a grid error. Once the grid is restored, the device will automatically be restored. No action is required.
2. If this problem occurs when the grid is normal, please check whether the grid port wiring is correct.
3. If the problem persists, please contact EcoFlow for after-sales service.

建议：转工单，分发给安装商处理

🗐 Create ticket

13

3.3 View Historical Fault Overview

- Information can be filtered.

3.4 View Details of a Historical Fault

4. Enterprise Management

4.1 Edit Enterprise Information or Add Qualifications

4.1.1 Notes:

- Only **Administrators** can modify; other roles can only view.
- The **Company ID** here is what employees enter when applying for an account.

4.2 Add / Remove Staff Accounts

- Assign company roles to each user.

4.2.1 Notes:

- Administrator-only function; shows all accounts under the company.
- Manage accounts:
  - **Add Role:** Assign a company role
  - **Add User:** Actively add staff accounts

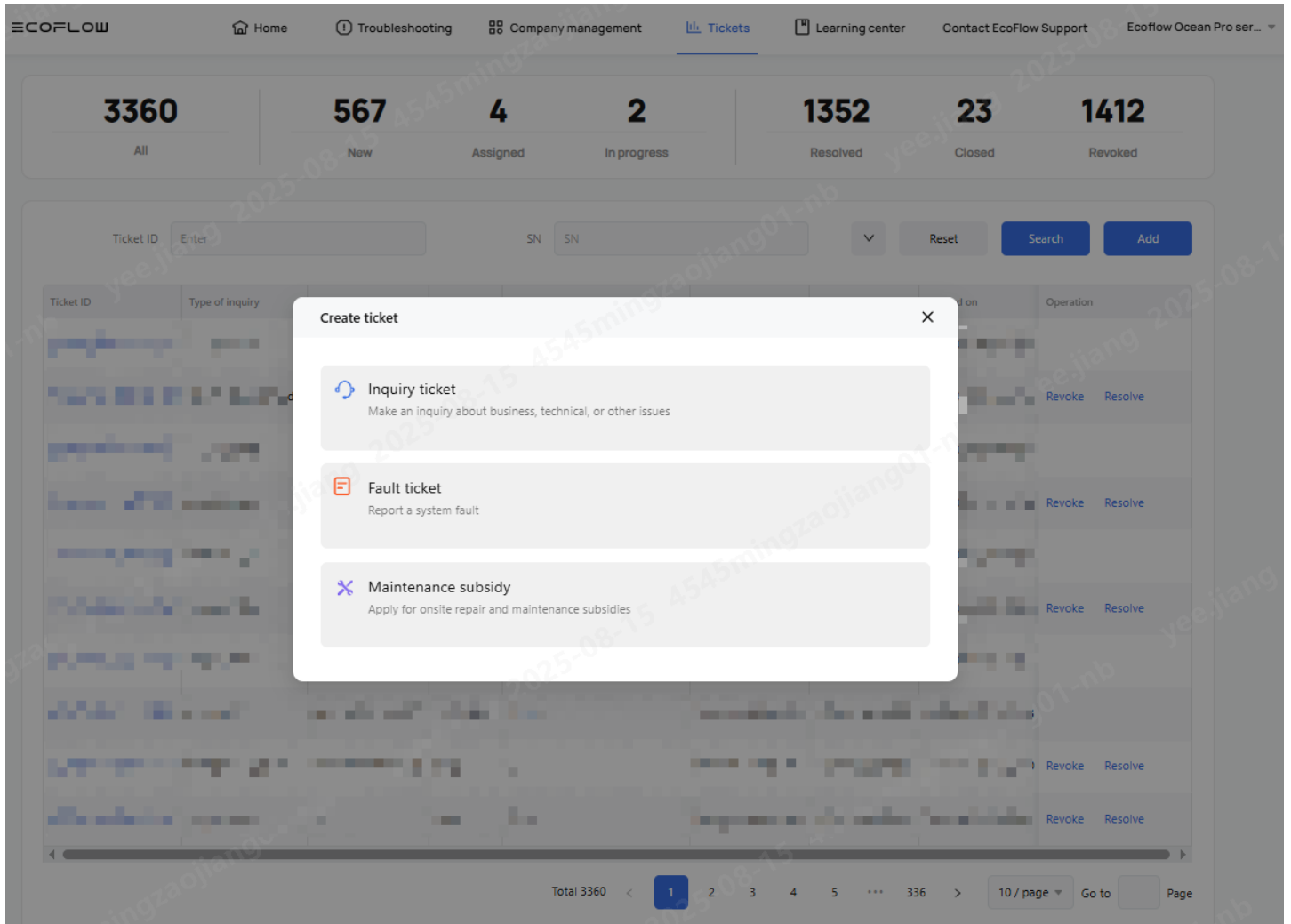## 4.3 Review Company User Join Requests and Role Applications

5. Support Tickets

5.1 Submit a Question/Issue Ticket to EcoFlow

- Tickets are divided into three categories.

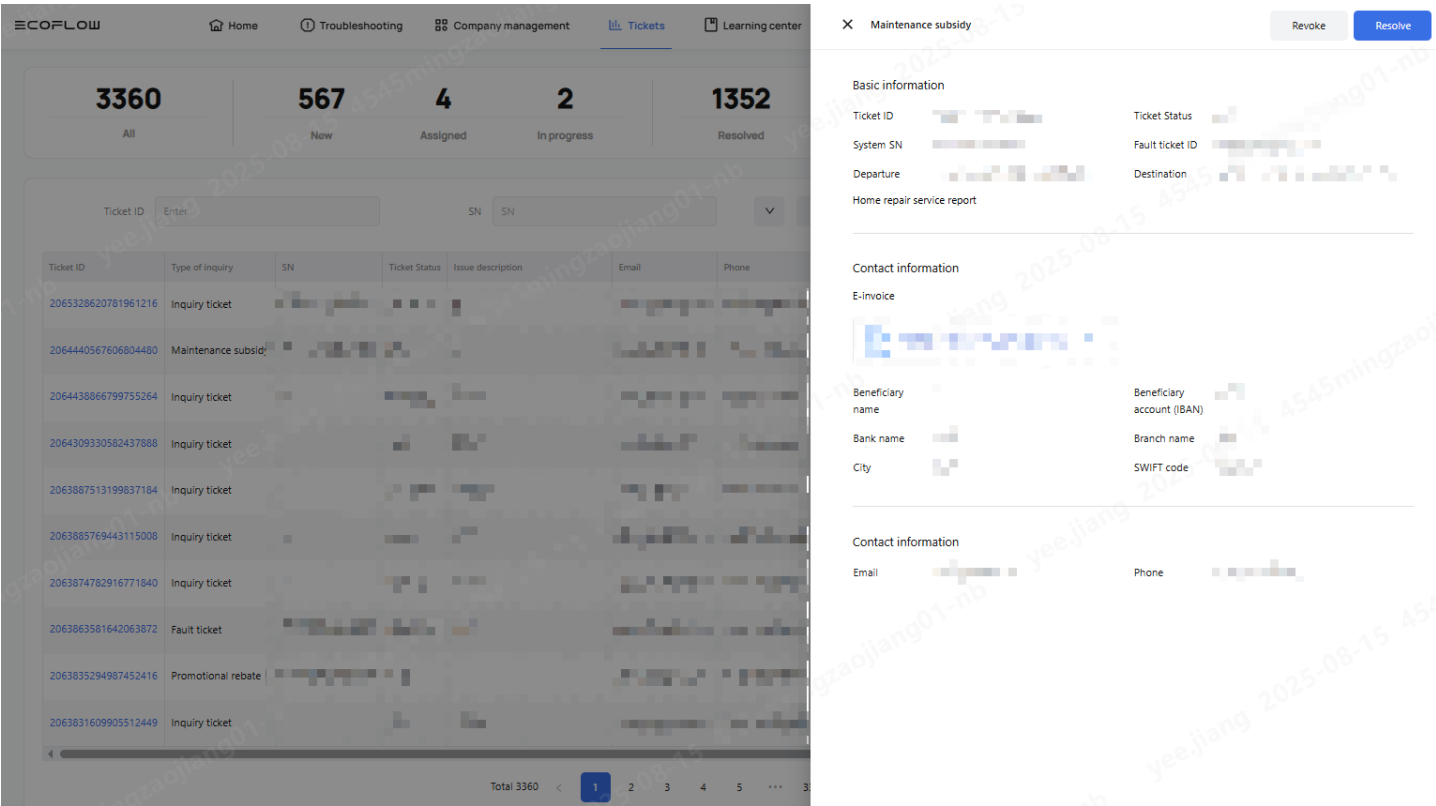## 5.2 Fill in Issue Information Under the Appropriate Ticket Type

5.3 View Submitted Tickets
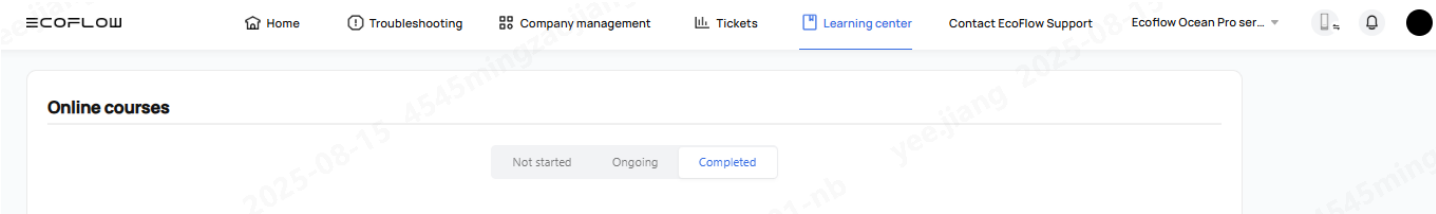
5.4 Query Tickets

- Choose to resolve or cancel tickets.

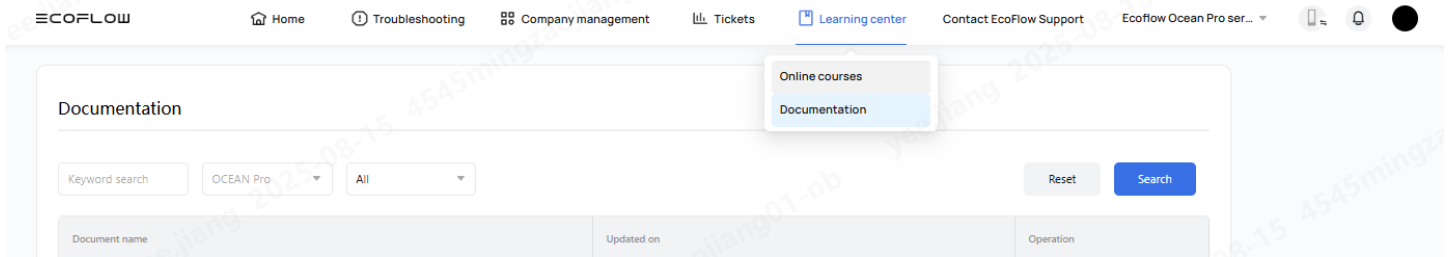# 6. Learning Center

6.1 Access Online Courses

- Courses are provided as videos for certification and training.

- Course status: **Not Started**, **In Progress**, **Completed**.
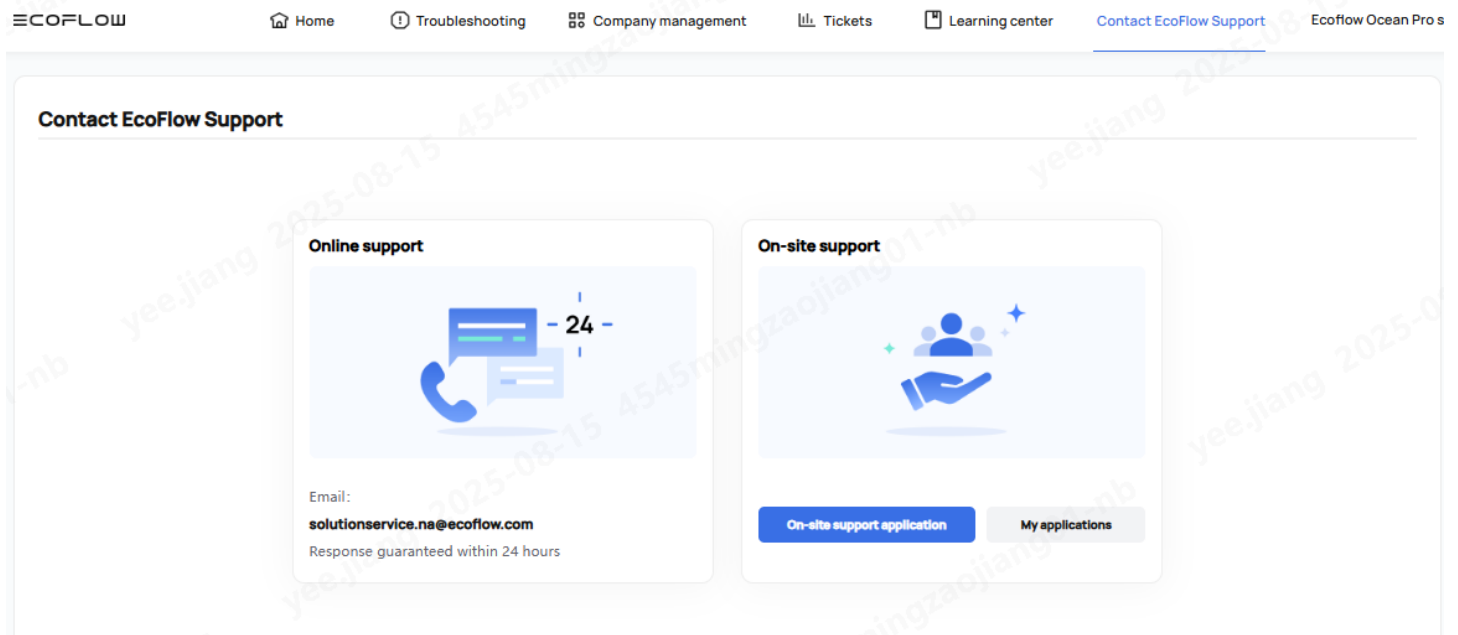

6.2 Download Learning Manuals

7. Service Support

7.1 Request Online or Offline Support from EcoFlow

- Online: Contact via email.

7.2 Submit an Offline Support Request

7.3 View Offline Support Applications

7.3.1 Notes:

- Displays processing method and progress of submitted offline support.

8. Others

8.1 Enterprises with multiple qualifications can **switch between qualifications.**

8.2 Filter the product types you want to view; the page will display only data for selected products.

8.3 The **Message Center** at the top-right shows notifications and activity updates from EcoFlow.
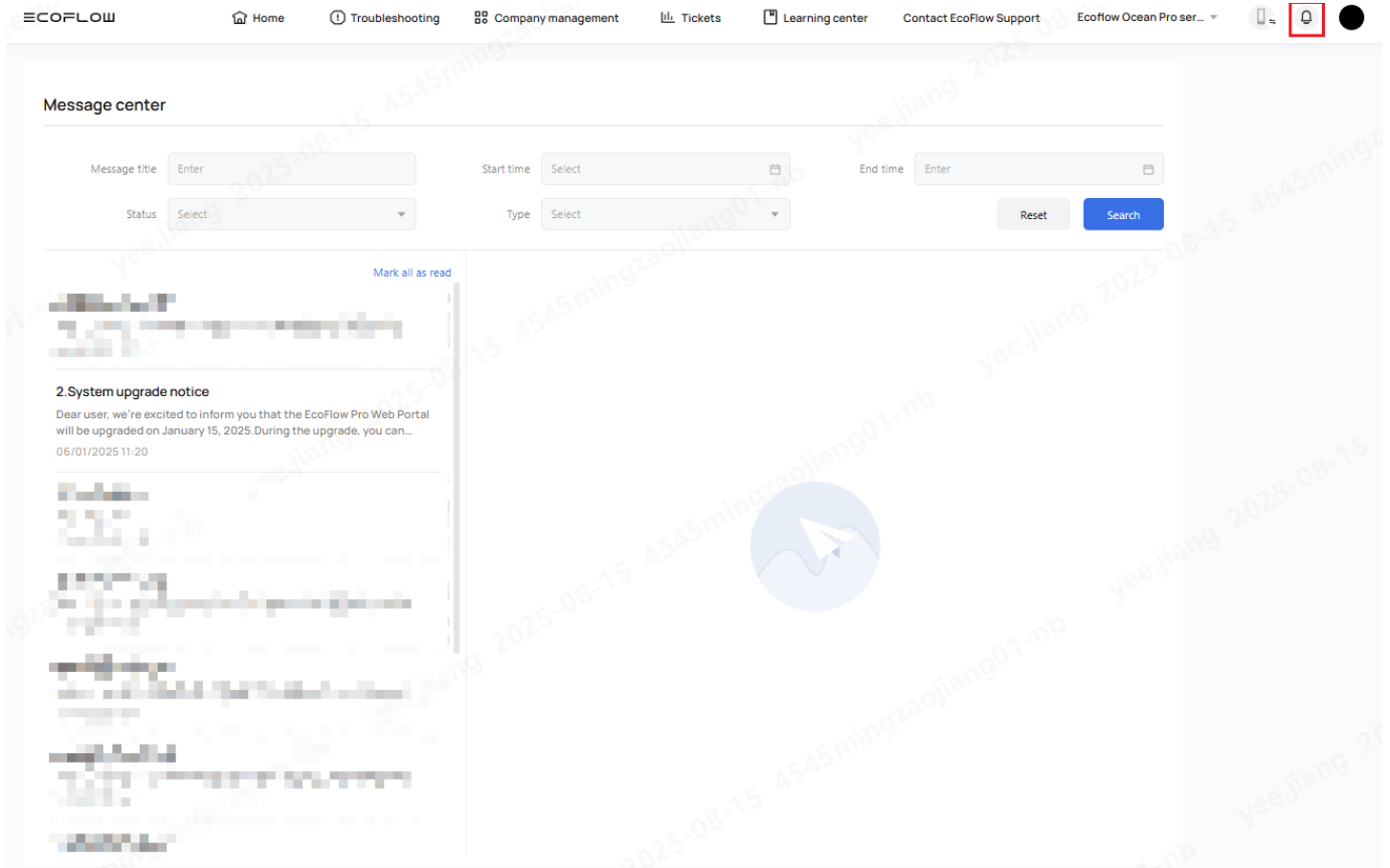
8.4 Manage Personal Account

8.4.1 Edit Username and Profile Picture

Personal information   Edit

Username

Steve M21112
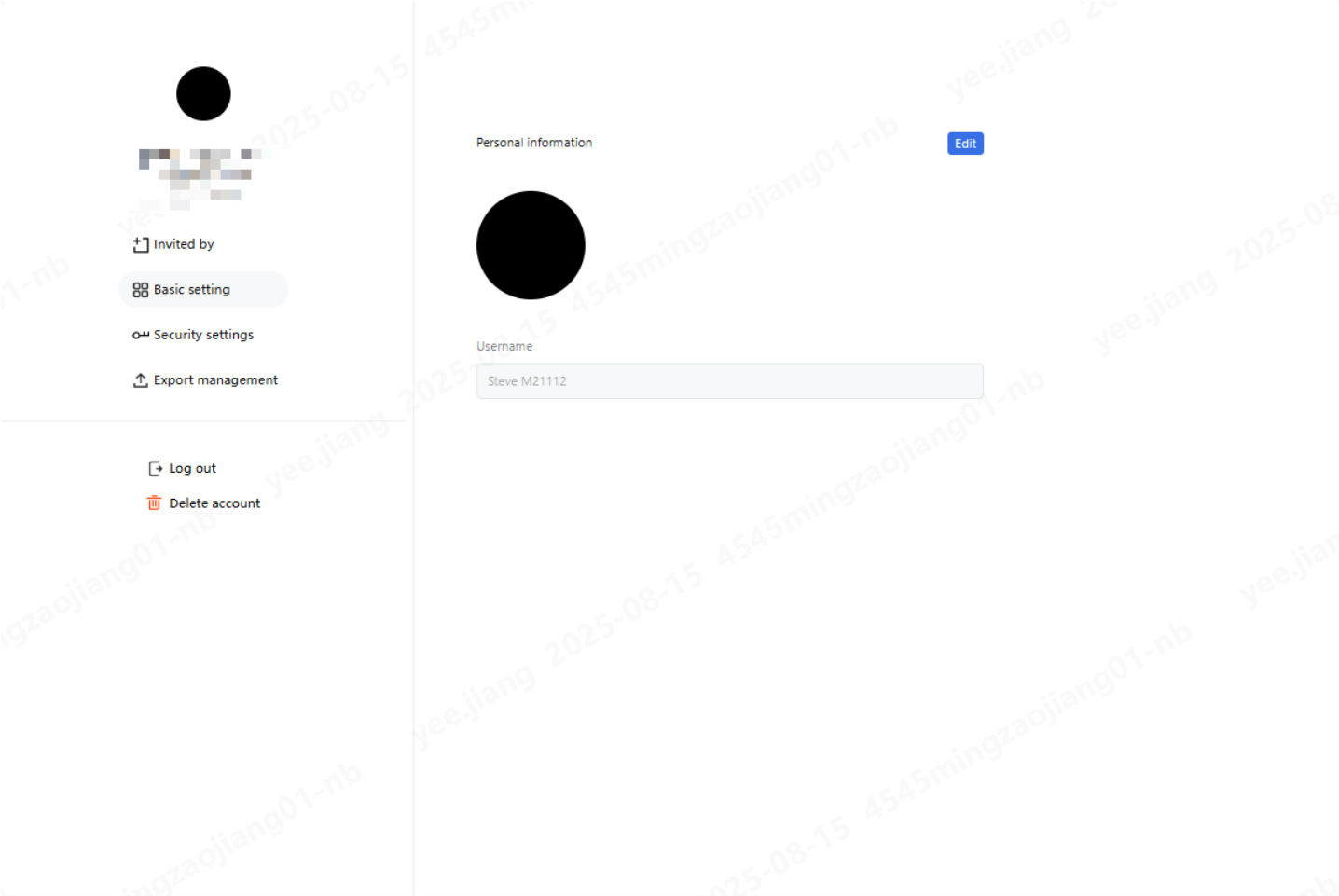
8.4.2 Invite Subsidiaries or Share Device Data with Other Companies

My invitation link

https://pro-portal-sit.ecoflow.work/pro/us/en/registeredInstaller/registeredProvider?inviteCode=14518046

You can invite companies to register with this portal using this link. After they registered, you'll be able to view the devices installed by them.

Company that invited me

Grant data access

Company ID	Company name		Operation
			Edit

Companies I invited

Company ID	Company name	Systems installed	Operation
			Applied
			Apply for data access
			Applied
			Applied
			Applied
			Applied
			Applied
			Applied
			Applied
			Applied
		82	Details

8.4.3 Change Account Password

8.4.4 Download Exported Device or Fault Data

Invited by

Basic setting

Security settings

Export management

Log out

Delete account

| | Search |

Export time	Content	Status	Operation
2025-08-13 10:04:08	realtime-error-list_HJ31VJRTUALS2962_20250813100406	Export failed	Delete
2025-08-07 15:56:51	error-list_20250807155651	Ready	Download Delete
2025-08-07 15:55:34	realtime-error-list_20250807155533	Ready	Download Delete
2025-08-07 15:55:17	error-list_20250807155516	Ready	Download Delete
2025-08-07 15:12:59	error-list_20250807151258	Ready	Download Delete
2025-08-07 11:01:40	realtime-error-list_20250807110139	Export failed	Delete
2025-08-07 10:57:18	realtime-error-list_20250807105717	Ready	Download Delete
2025-08-06 11:01:27	realtime-error-list_20250806110126	Ready	Download Delete
2025-08-04 15:17:34	error-list_20250804151733	Ready	Download Delete
2025-08-04 15:16:48	realtime-error-list_20250804151647	Ready	Download Delete

Total 483   1   2   3   4   5   ···   49   >   10 / page   Go to   Page