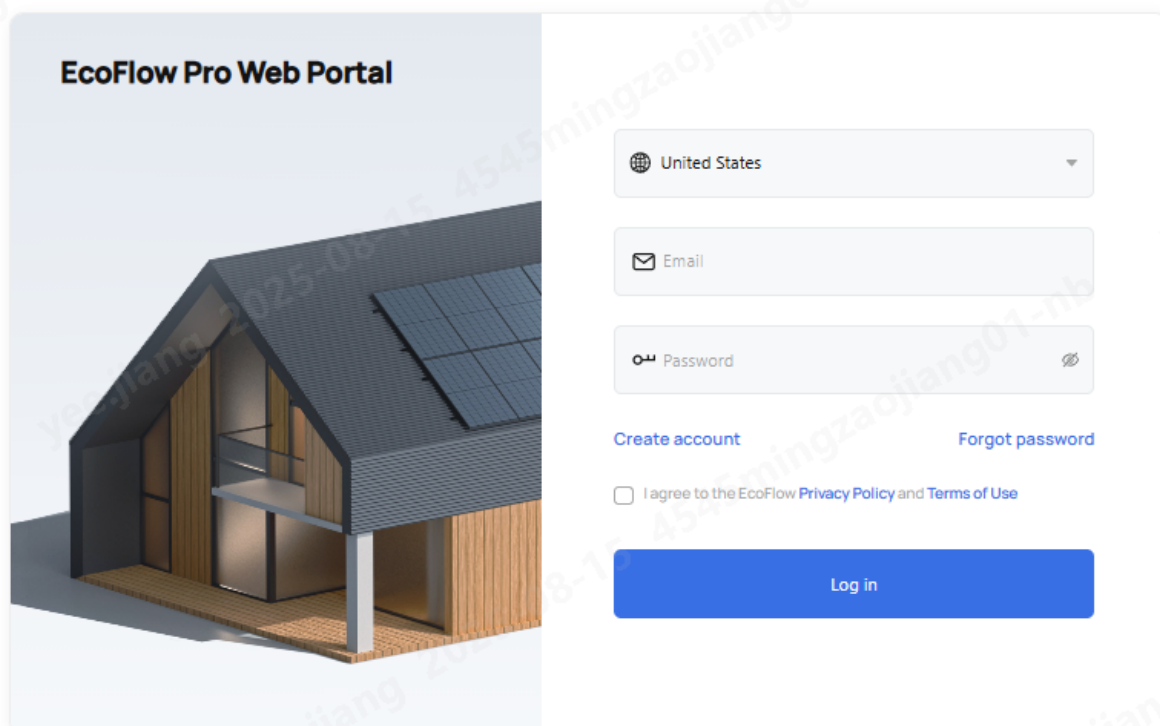


North America Home Storage – Web User Manual for Service Provider V1.0

1. Registration

1.1 Create an Account

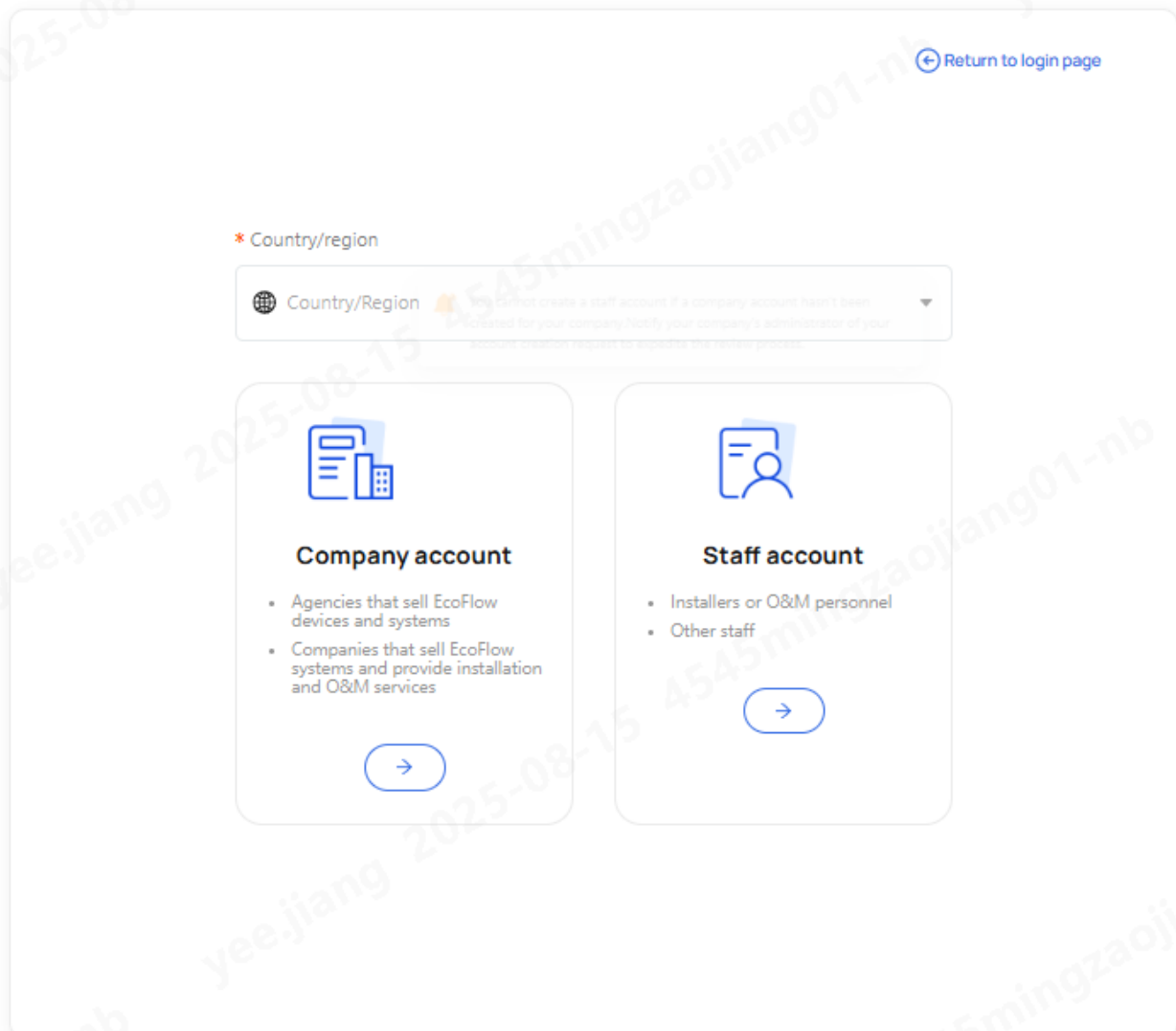
Click “**Create an Account**” to enter the registration page.



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




The image shows a registration page with a light gray background. At the top right, there is a blue link with a left arrow icon that says "Return to login page". Below this, on the left, is a red asterisk followed by the text "* Country/region". In the center, there is a white dropdown menu with a globe icon on the left, the text "Country/Region", a small orange bell icon, and a downward arrow on the right. Below the dropdown, there is a small gray box containing the text: "We cannot create a staff account if a company account hasn't been created for your company. Notify your company's administrator of your account creation request to expedite the review process." Below this, there are two white rounded rectangular boxes. The left box has a blue icon of a document with a bar chart, the title "Company account", a bulleted list: "• Agencies that sell EcoFlow devices and systems" and "• Companies that sell EcoFlow systems and provide installation and O&M services", and a blue button with a right arrow. The right box has a blue icon of a document with a person silhouette, the title "Staff account", a bulleted list: "• Installers or O&M personnel" and "• Other staff", and a blue button with a right arrow.

[Return to login page](#)

* Country/region


Country/Region  We cannot create a staff account if a company account hasn't been created for your company. Notify your company's administrator of your account creation request to expedite the review process.



Company account

- Agencies that sell EcoFlow devices and systems
- Companies that sell EcoFlow systems and provide installation and O&M services

[→](#)



Staff account

- Installers or O&M personnel
- Other staff

[→](#)

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**.

[Return to login page](#)

●
Company
information

○
Email verification

○
Registration
completed

Company name & address

* Company

Province/State

* Address

* Country/Region

* City

* Zip code

Contact information

* Name

* Phone number

* Email

Solution ⊕

* Solution

Service areas

* Company type

☐ 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.

The image shows a registration form for an EcoFlow account. At the top right, there is a link to "Return to login page". The form fields are as follows:

- A dropdown menu for "Country" with "Germany" selected.
- A text input field for "Company ID".
- A text input field for "Username".
- A text input field for "Email". Below this field is a note: "Enter an email address to receive the verification code."
- A text input field for "Enter verification code" with a "Get code" link to its right.
- A text input field for "Password" with a toggle icon for visibility.
- A text input field for "Confirm password" with a toggle icon for visibility.
- A checkbox labeled "I agree to the EcoFlow Privacy Policy and Terms of Use".
- A blue "Continue" button at the bottom.

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

ECOFLOW

[Home](#)[Troubleshooting](#)[Company management](#)[Tickets](#)[Learning center](#)[Contact EcoFlow Support](#)

Ecoflow Ocean Pro ser...

Systems

42

Total

Status

2

Online

Faults

5

Total

System name/SN

Status

Running status

Initialize

Installer account

Reset

Search

System name	Status	System SN	Initialize	Address	City	Province/State	Country/Region	Installer account	Activated on
OCEAN Pro_0019	Online	HR51ZA1AVH6E0019	Yes						2025-07-08 04:19:41
OCEAN Pro_0021	Online	HR51ZA1AVH6E0021	No						2025-07-01 20:30:48
OCEAN Pro	Offline	HR51VIRTUALS0303	No						--
OCEAN Pro	Offline	HR51VIRTUALS0301	--						--
OCEAN Pro	Offline	HR51VIRTUALS0022	Yes						2025-02-23 22:41:39
OCEAN Pro	Offline	HR51VIRTUALS0027	No						2025-02-19 23:06:10
OCEAN Pro	Offline	HR51VIRTUALS0011	Yes						2025-01-16 04:47:38
OCEAN Pro	Offline	HR51VIRTUALS0010	Yes						2025-01-15 23:17:24
OCEAN Pro	Offline	HR51VIRTUALS0006	No						--
OCEAN Pro	Offline	HR52VIRTUALS2002	No						--

Total 42

<12345>

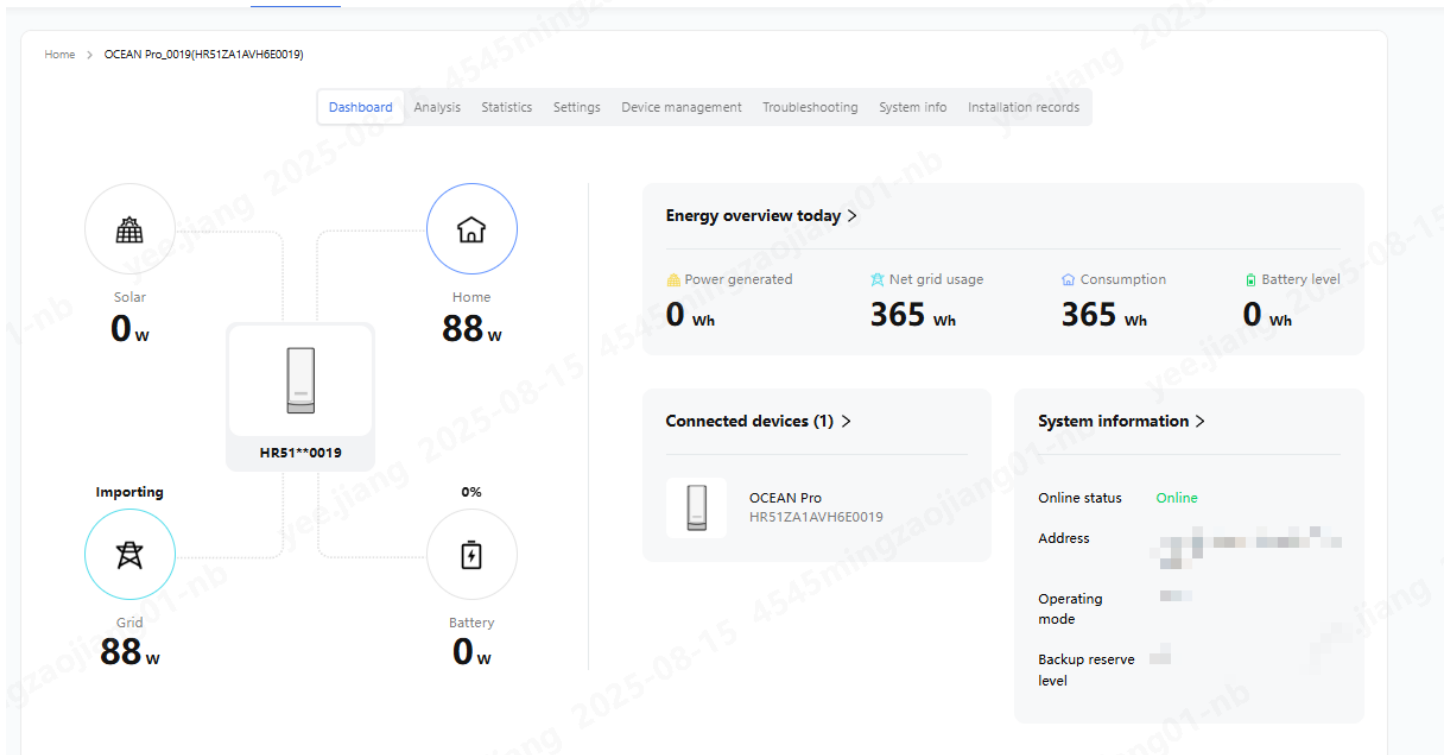
10 / page

Go to

Page

2.2 View Device Details

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



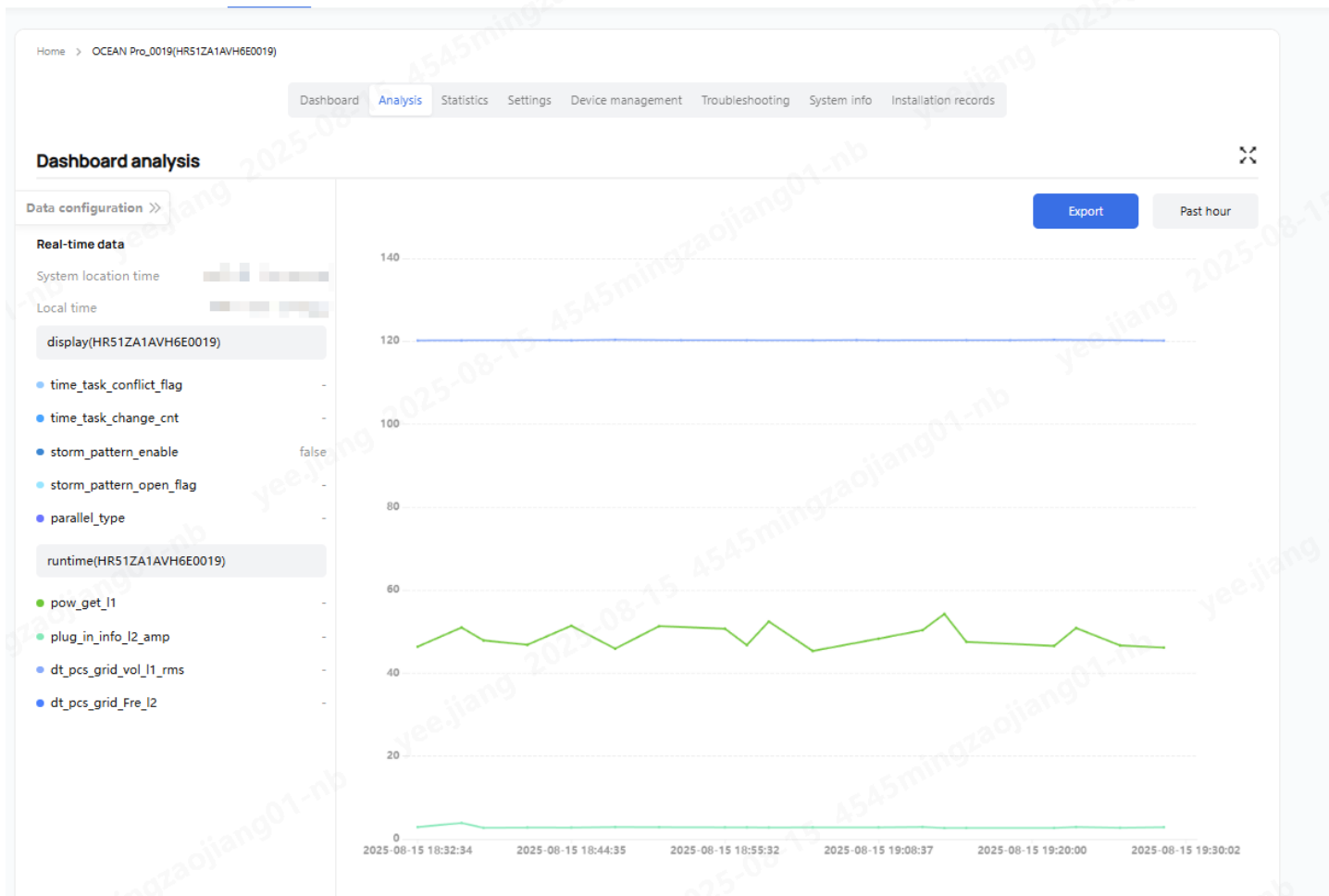
2.3 Data Analysis – Select Component Data

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.



2.4 View Historical Energy Flow Data

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

Home > OCEAN Pro_0019(HRS1ZA1AVH6E0019)

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

Overview ▾

Day

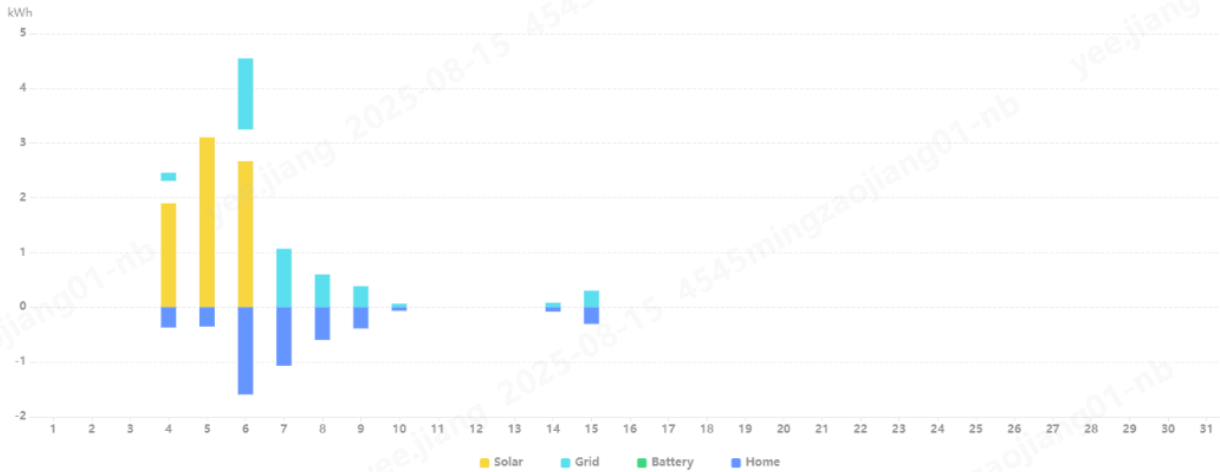
Week

Month

Year

Total

< Aug, 2025 >

Energy independence ⓘ
18.09%From solar
9.34 kwhTo home
5.86 kwhFrom battery
0.00 kwhTo battery
0.00 kwhFrom grid
4.80 kwhTo grid
0.00 kwh

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.

EcoFlow

Home

Troubleshooting

Company management

Tickets

Learning center

Contact EcoFlow Support

Ecoflow Ocean Pro ser...

Home > OCEAN Pro_0019(HR51ZA1AVH6E0019)

Dashboard

Analysis

Statistics

Settings

Device management

Troubleshooting

System info

Installation records

Settings

Basic setting

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

Refresh

Edit

Pre-grid connection test settings

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

URL/IP

Server port

Secure communication bidirectional authentication certificate

Refresh

Edit

Grid code

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

Refresh

Edit

2.6 Manage Device Components

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

EcoFlow

Home

Troubleshooting

Company management

Tickets

Learning center

Contact EcoFlow Support

Ecoflow Ocean Pro ser...

Home > OCEAN Pro_0019(HR51ZA1AVH6E0019)

Dashboard

Analysis

Statistics

Settings

Device management

Troubleshooting

System info

Installation records

▼ OCEAN Pro

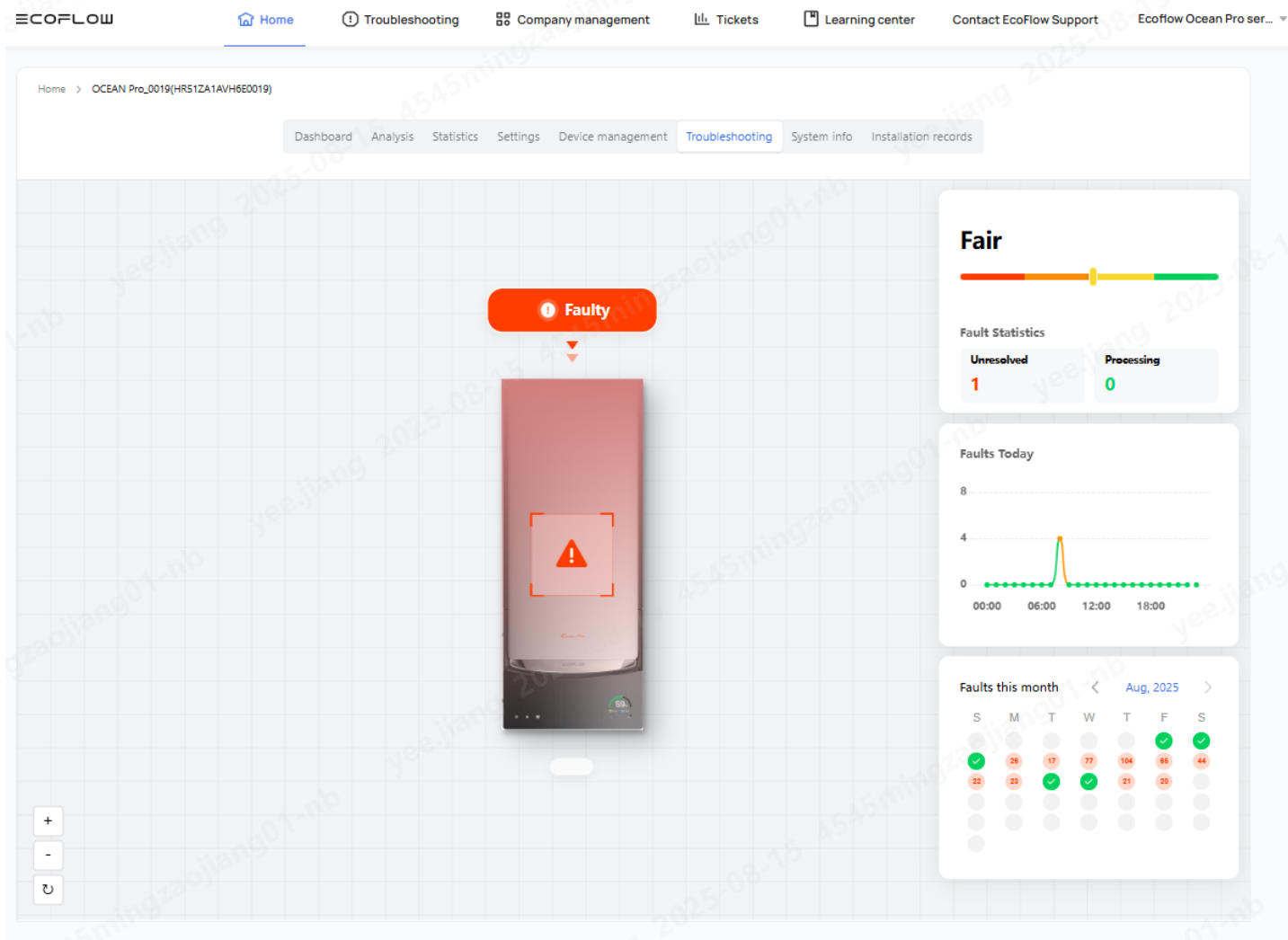
SN:HR51ZA1AVH6E0019

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	HR51C00AVH68A075	24kW	5.3.0.87	Online		Manage

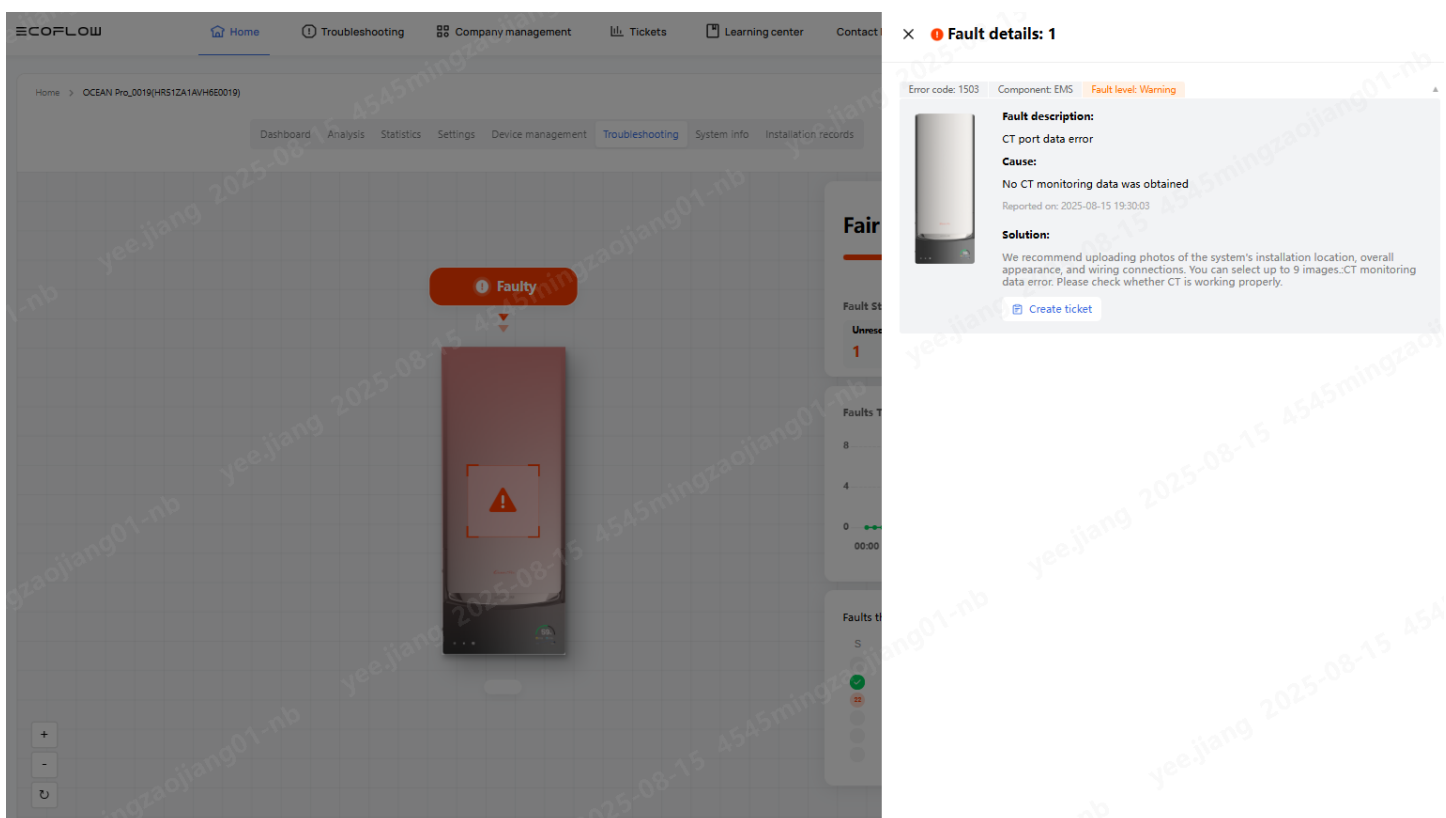
2.7 Device Fault and Status Diagnostics

- Monitor fault time, date, and device status.



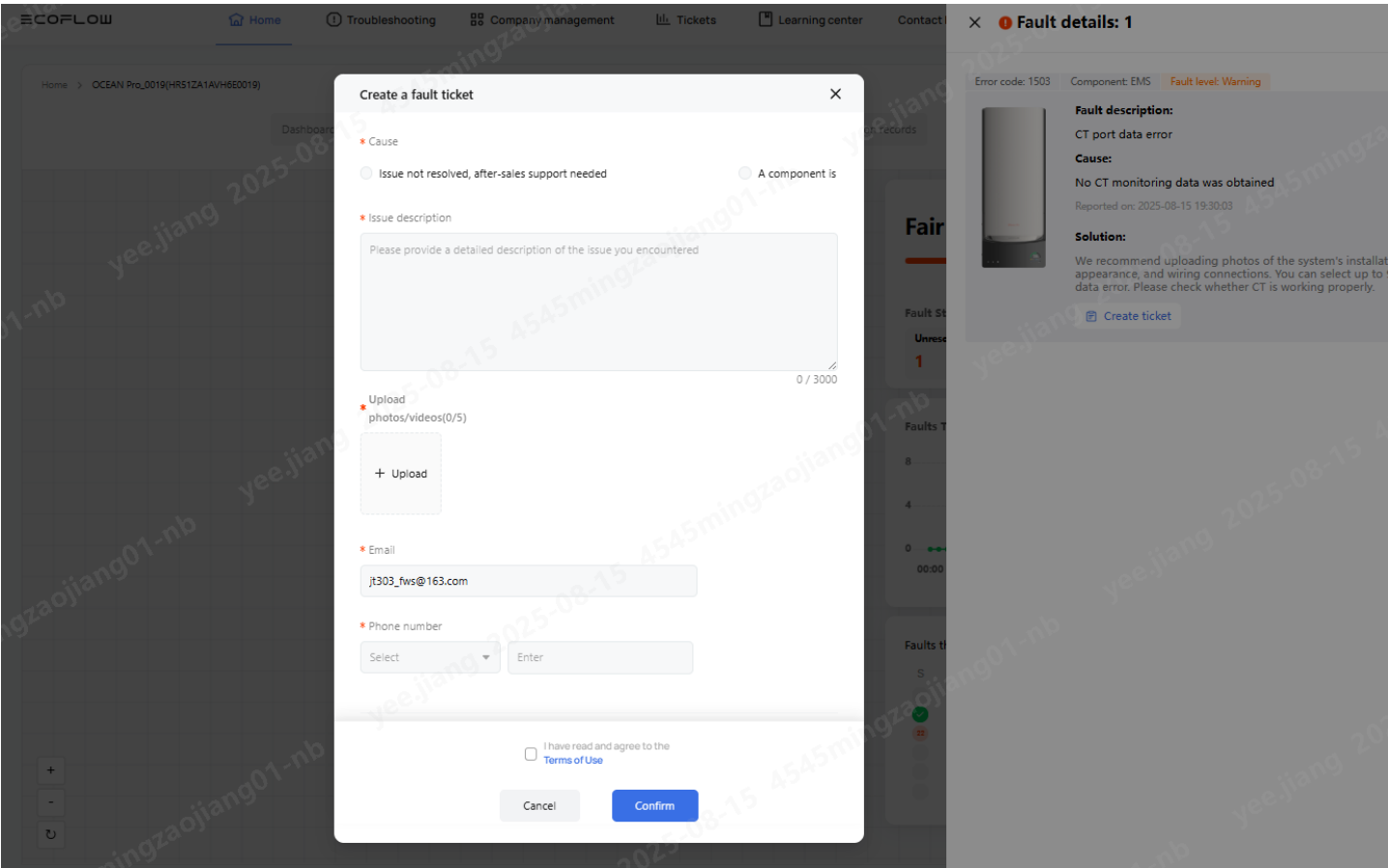
2.8 View Fault Details

- Provides recommended solutions.

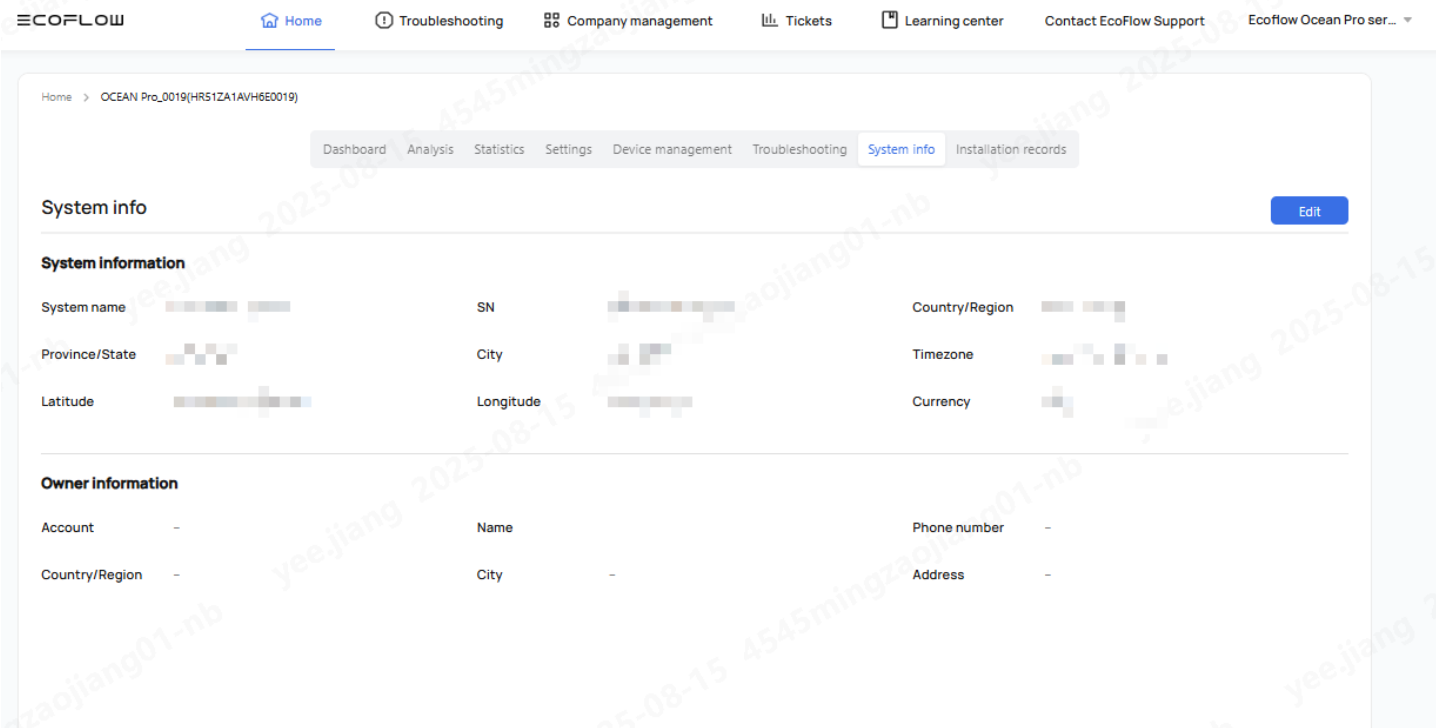


2.9 Create a Support Ticket Based on Fault Details

- Submit to EcoFlow for assistance in resolving issues.

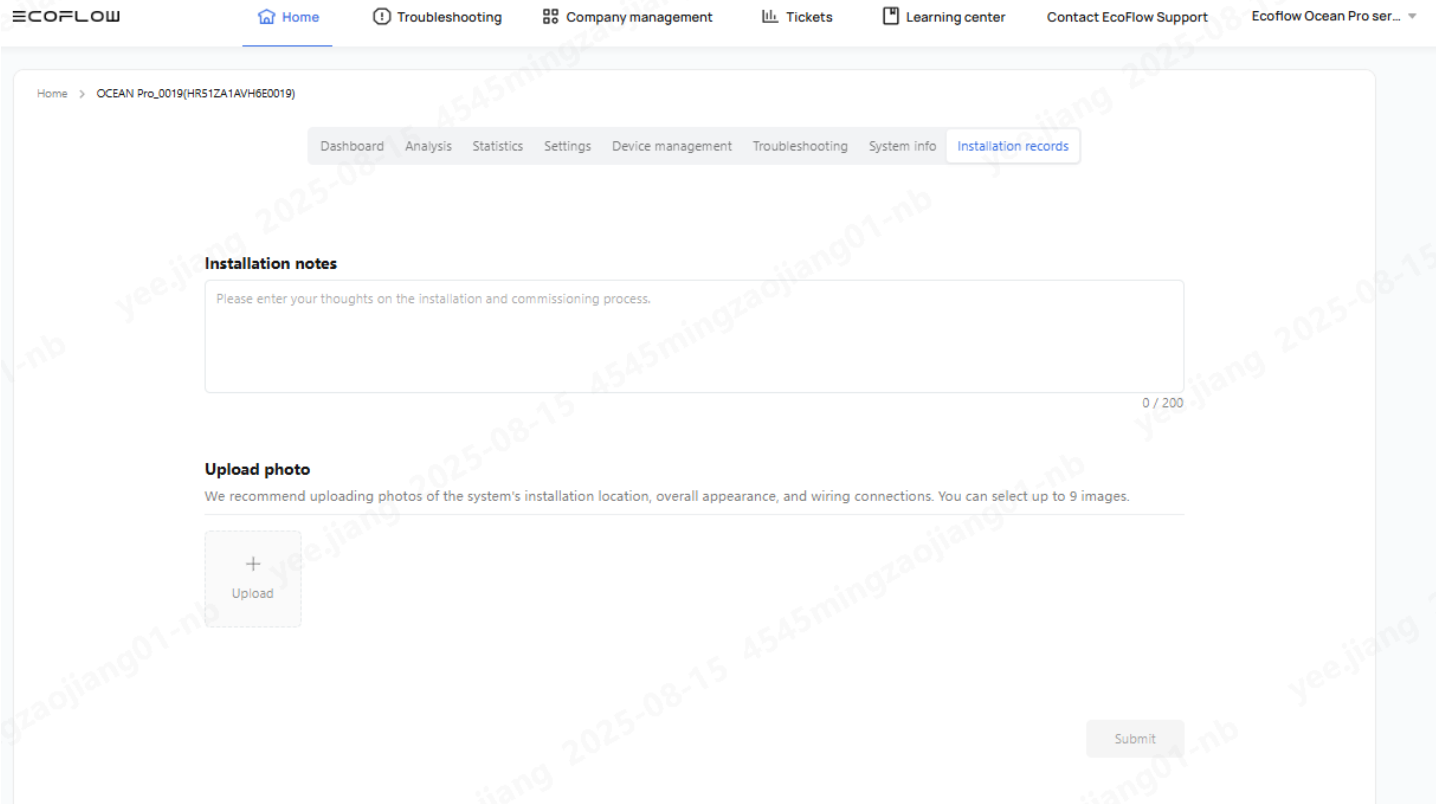


2.10 Edit Device and Owner Information



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

EcoFlow

Home

Troubleshooting

Company management

Tickets

Learning center

Contact EcoFlow Support

Ecoflow Ocean Pro ser...

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

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

Total 29 < 1 2 3 > 10 / page Go to Page

3.3 View Historical Fault Overview

- Information can be filtered.

ECOFLOW

Home

Troubleshooting

Company management

Tickets

Learning center

Contact EcoFlow Support

Ecoflow Ocean Pro ser...

Fault list

Ongoing

History

System name/SN

2025-07-15 19:22:00

End time

Enter the code

Device SN

Severity level

Export

Reset

Search

System name	System SN	Type	Device SN	Error code	Fault name	Level	localTime	Reported on	Operation
OCEAN Pro_0019	HR51ZA1AVH6E0019	Hybrid Inverter	HR51ZA1AVH6E0019	1814	PCS does not meet conditions for off-grid operation	Info	2025-08-15 16:21:45	2025-08-15 03:21:45	Details
OCEAN Pro_0019	HR51ZA1AVH6E0019	Hybrid Inverter	HR51ZA1AVH6E0019	1807	PCS shut down while off-grid	Warning	2025-08-15 16:21:45	2025-08-15 03:21:45	Details
OCEAN Pro_0019	HR51ZA1AVH6E0019	Hybrid Inverter	HR51ZA1AVH6E0019	1503	CT port data error	Warning	2025-08-15 16:21:43	2025-08-15 03:21:43	Details
OCEAN Pro_0019	HR51ZA1AVH6E0019	Hybrid Inverter	HR51ZA1AVH6E0019	1800	Device off-grid	Info	2025-08-15 16:21:43	2025-08-15 03:21:43	Details
OCEAN Pro_0019	HR51ZA1AVH6E0019	Hybrid Inverter	HR51ZA1AVH6E0019	1011	NTC fault	Error	2025-08-14 22:23:20	2025-08-14 10:23:20	Details
OCEAN Pro_0019	HR51ZA1AVH6E0019	Hybrid Inverter	HR51ZA1AVH6E0019	1006	IoT communication failure between EMS module and inverter	Warning	2025-08-14 21:15:46	2025-08-14 09:15:46	Details
OCEAN Pro_0019	HR51ZA1AVH6E0019	Hybrid Inverter	HR51ZA1AVH6E0019	1003	Inverter wiring compartment communications fault	Warning	2025-08-14 21:15:34	2025-08-14 09:15:34	Details
OCEAN Pro_0019	HR51ZA1AVH6E0019	Hybrid Inverter	HR51ZA1AVH6E0019	1803	Notification of EMS module power-on	Info	2025-08-14 21:15:34	2025-08-14 09:15:34	Details
OCEAN Pro_0019	HR51ZA1AVH6E0019	Hybrid Inverter	HR51ZA1AVH6E0019	1005	Inverter communications fault	Warning	2025-08-14 21:15:34	2025-08-14 09:15:34	Details
OCEAN Pro_0019	HR51ZA1AVH6E0019	Hybrid Inverter	HR51ZA1AVH6E0019	1400	System version validation failed	Error	2025-08-14 21:15:34	2025-08-14 09:15:34	Details

Total 23

1

2

3

10 / page

Go to

Page

3.4 View Details of a Historical Fault

EcoFlow
Home
Troubleshooting
Company management
Tickets
Learning center
Contact EcoFlow Support
Ecoflow Ocean Pro ser...

Company information

Edit

Basic information

Company ID

Account

Company

Address

Country Region

Province State

City

Address

Zip code

Contact information

Name

Email

Phone number

Solutions

New

Edit

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

EcoFlow
Home
Troubleshooting
Company management
Tickets
Learning center
Contact EcoFlow Support
Ecoflow Ocean Pro ser...

User management

My invitation link

<https://pro-portal-sit.ecoflow.work/pro/us/en/registeredInstaller/registeredEmployee?providerId=14518046>

Share this link to invite employees to register on the web portal. After they register successfully, you'll be able to view the devices they've installed.

Account

Reset

Search

Approval management

Add user

Username	Role	Account	Operation
			Add role More
			Add role More

Total 2
1
10 / page

4.3 Review Company User Join Requests and Role Applications

ECOFLOW

Home

Troubleshooting

Company management

Tickets

Learning center

Contact EcoFlow Support

Ecoflow Ocean Pro ser...

Account approval

Role approval

Account

Pending review

Reset

Search

Batch operation

<input type="checkbox"/>	Account	Status	Applied on	Operation
<input type="checkbox"/>				Review
<input type="checkbox"/>				Review
<input type="checkbox"/>				Review
<input type="checkbox"/>				Review
<input type="checkbox"/>				Review
<input type="checkbox"/>				Review
<input type="checkbox"/>				Review
<input type="checkbox"/>				Review
<input type="checkbox"/>				Review
<input type="checkbox"/>				Review

Total 14

<

1

2

>

10 / page

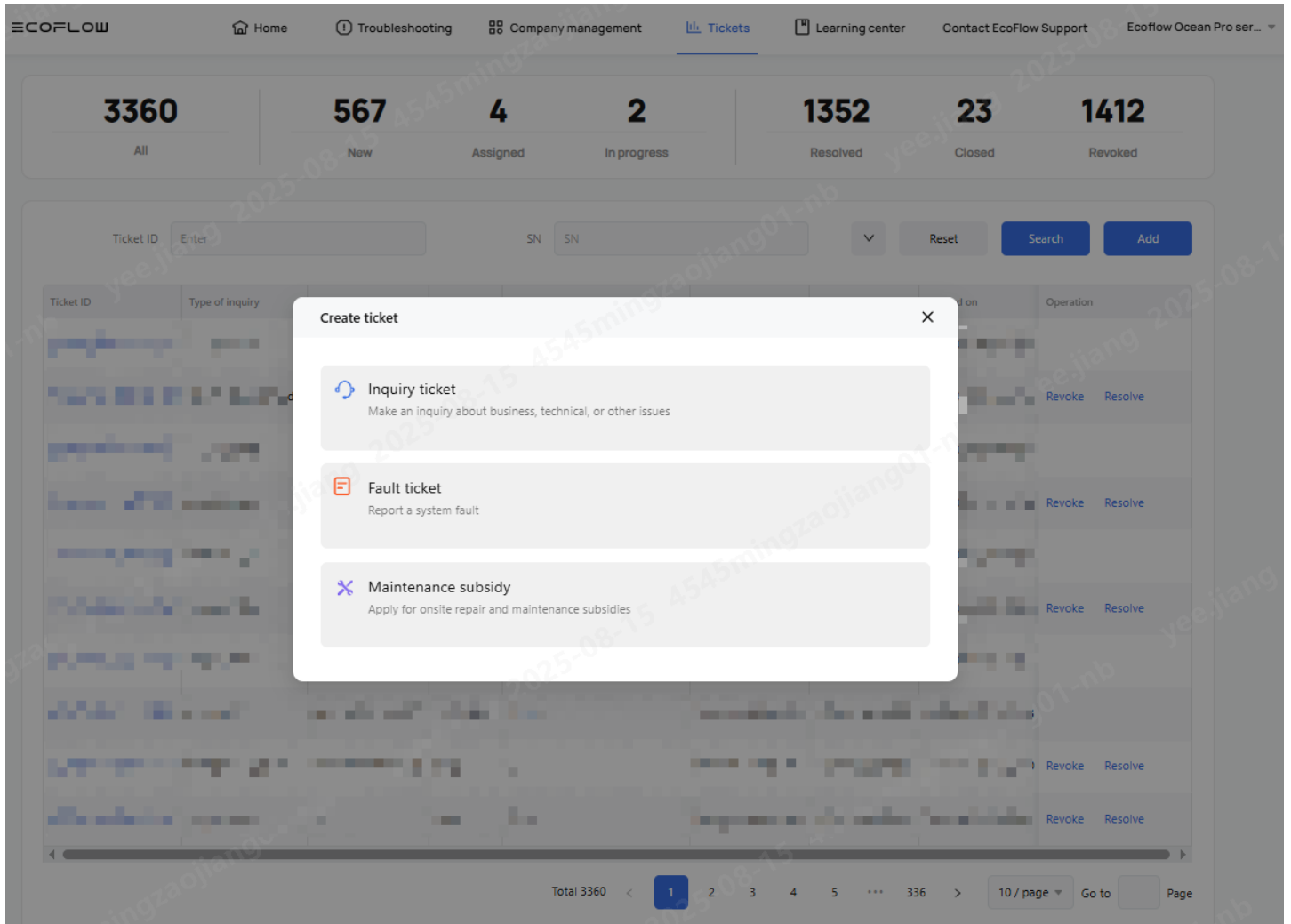
Go to

Page

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

COFLOW

Home

Troubleshooting

Company management

Tickets

Learning center

Contact EcoFlow Support

Ecoflow Ocean Pro ser...

Tickets > Fault ticket

Basic information

* System SN

* Date of occurrence

2025-08-15

* Issue description

Please provide a detailed description of the issue you encountered

0 / 3000

* Upload photos/videos(0/5)

+ Upload

Troubleshooting actions (optional)

Describe any troubleshooting actions you have performed here

0 / 1000

Contact information

* Email

jt303_fws@163.com

* Phone number

Select

Enter

☐ I have read and agree to the [Terms of Use](#)

5.3 View Submitted Tickets

COFLOW

Home

Troubleshooting

Company management

Tickets

Learning center

Contact EcoFlow Support

Ecoflow Ocean Pro ser...

3360

All

567

New

4

Assigned

2

In progress

1352

Resolved

23

Closed

1412

Revoked

Ticket ID

Enter

SN

SN

Reset

Search

Add

Ticket ID	Type of inquiry	SN	Ticket Status	Issue description	Email	Phone	Created on	Operation
								Revoke Resolve
								Revoke Resolve
								Revoke Resolve
								Revoke Resolve
								Revoke Resolve
								Revoke Resolve
								Revoke Resolve
								Revoke Resolve
								Revoke Resolve

Total 3360

< 1 2 3 4 5 ... 336 >

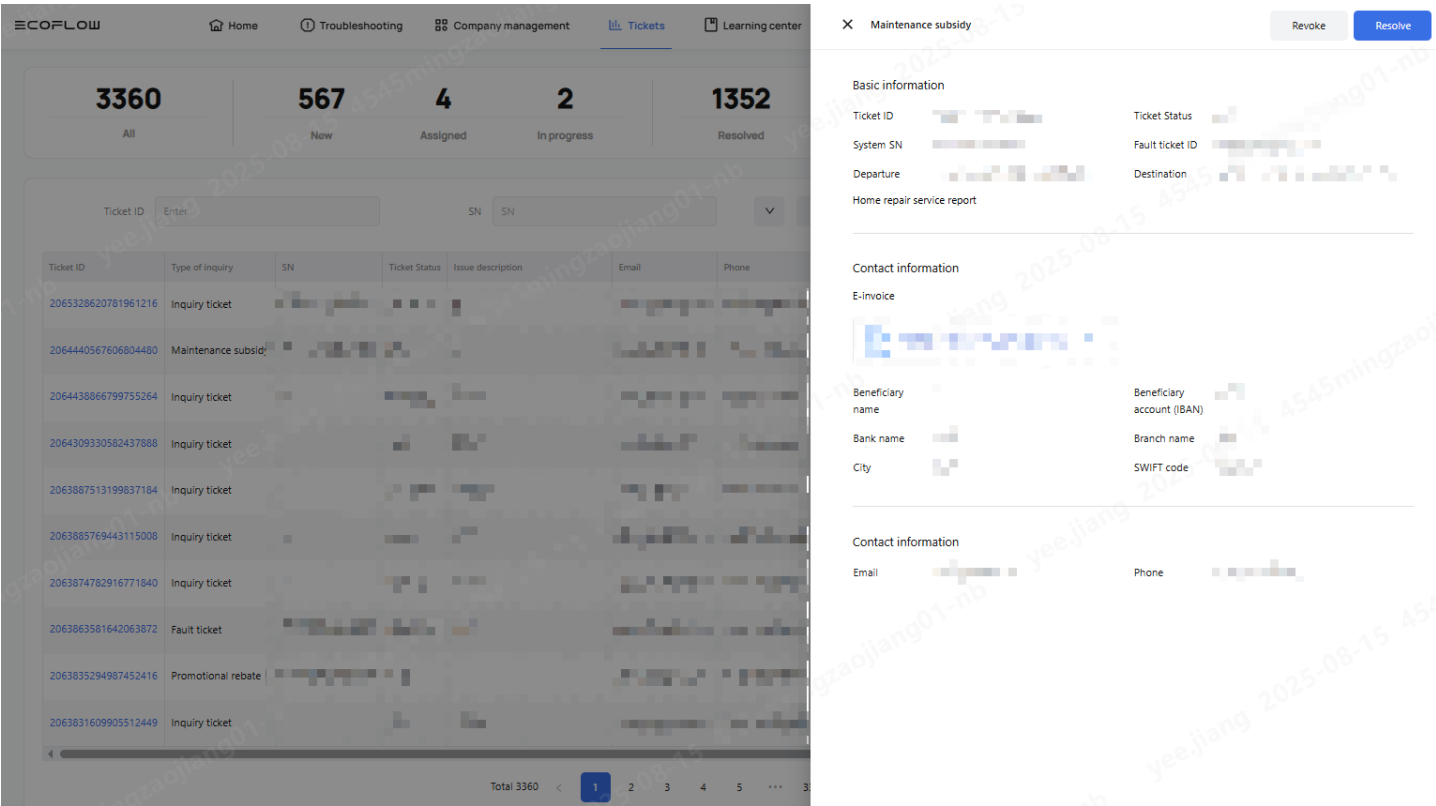
10 / page

Go to

Page

5.4 Query Tickets

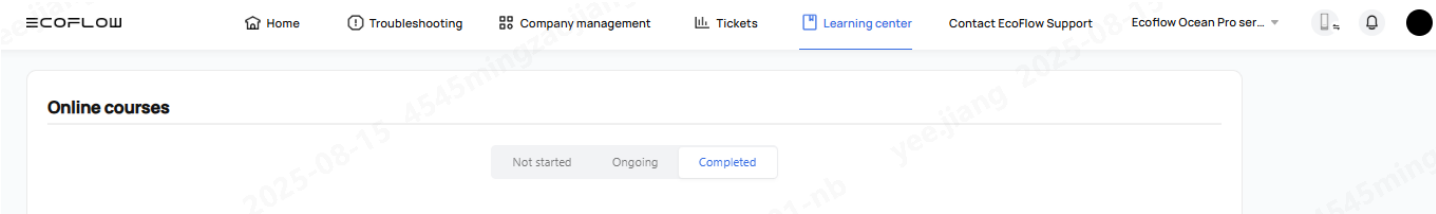
- Choose to resolve or cancel tickets.



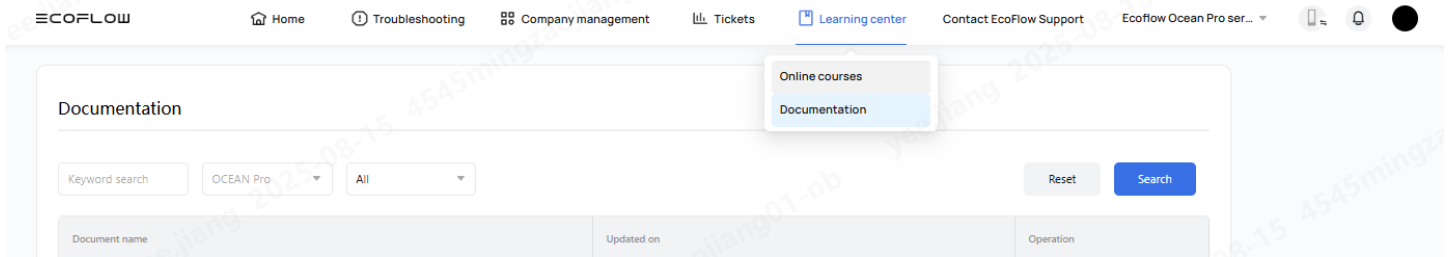
6. Learning Center

6.1 Access Online Courses

- Courses are provided as videos for certification and training.
- Course status: **Not Started, In Progress, Completed.**



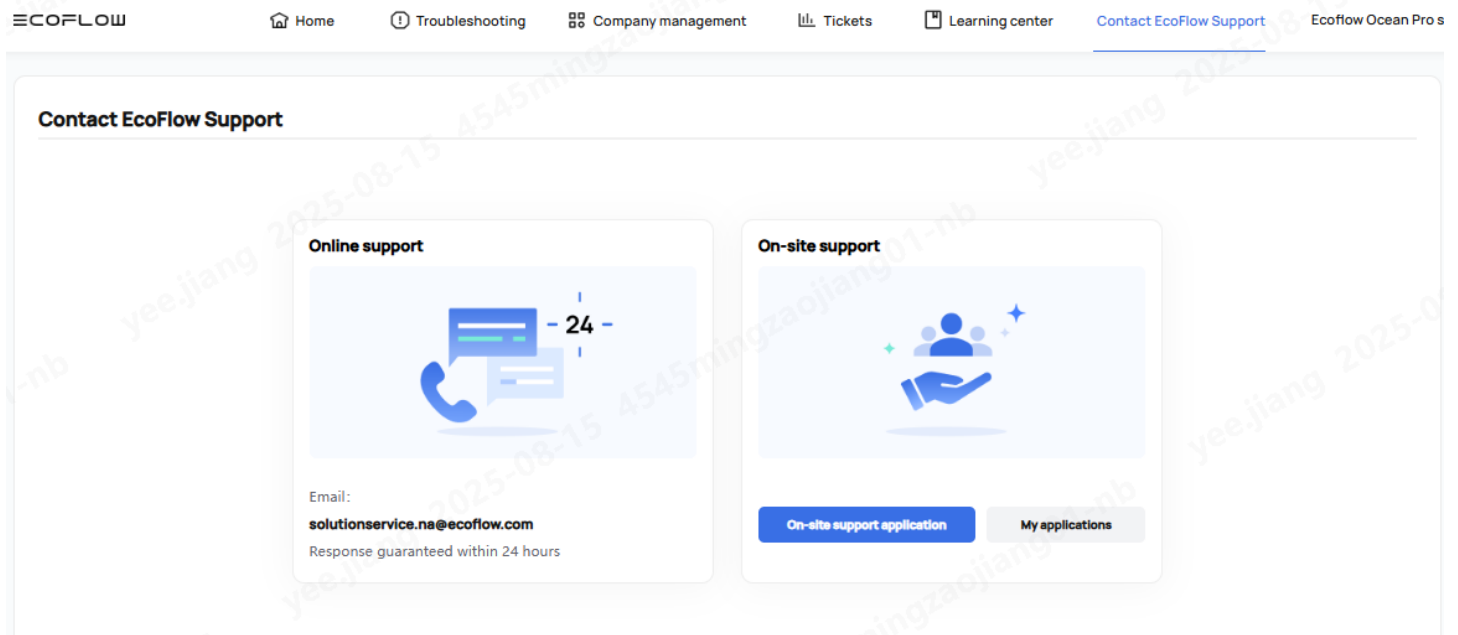
6.2 Download Learning Manuals



7. Service Support

7.1 Request Online or Offline Support from EcoFlow

- Online: Contact via email.



7.2 Submit an Offline Support Request

Contact EcoFlow Support

Online support
Email: solutionservice.na@ecoflow.com
Response guaranteed within 24 hours

On-site support
On-site support application

On-site support application

* Service type: Select

* Address: Enter

* Time slot: Start time → End time

* Phone number: Select - Enter

* Remarks: Enter

* Images/videos (up to 10 images or 3 videos can be uploaded)

Upload

Confirm

7.3 View Offline Support Applications

7.3.1 Notes:

- Displays processing method and progress of submitted offline support.

Contact EcoFlow Support > My applications

Service request ID Service type Start time → End time

Phone number Service status

Reset Export Search

Service request ID	Service type	Address	Time slot	Phone number	Remarks	Images/videos	Service status
						Preview	In progress

Total 1 < 1 > 10 / page

8. Others

8.1 Enterprises with multiple qualifications can switch between qualifications.

EcoFlow

Home Troubleshooting Company management Tickets Learning center Contact EcoFlow Support

Ecoflow Ocean Pro ser...

- MTS & Smart Meter Series
- PowerOcean Series
- Ecoflow Ocean Pro series
- RV energy storage
- Off-grid DIY solutions

Systems

42 Total

24 Not commissioned

Status

1 Online

41 Offline

Faults

5 Total

System name/SN Status Running status Initialize Installer account Reset Search

System name	Status	System SN	Initialize	Address	City	Province/State	Country/Region	Installer account	Activated on
OCEAN Pro_0019	Online								2025-07-08 04:19:41
OCEAN Pro_0021	Offline								2025-07-01 20:30:48
OCEAN Pro	Offline								--
OCEAN Pro	Offline								--
OCEAN Pro	Offline								2025-02-23 22:41:39
OCEAN Pro	Offline								2025-02-19 23:06:10
OCEAN Pro	Offline								2025-01-16 04:47:38
OCEAN Pro	Offline								2025-01-15 23:17:24
OCEAN Pro	Offline								--
OCEAN Pro	Offline								--

Total 42

1 2 3 4 5

10 / page Go to Page

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


EcoFlow

Home Troubleshooting Company management Tickets Learning center Contact EcoFlow Support

Ecoflow Ocean Pro ser...


Select the product type first

On the current site you're accessing, EcoFlow has the following products available. If you want to view the products available in other countries, sign out, choose another country, and sign in again (a new account may need to be created).



OCEAN Pro

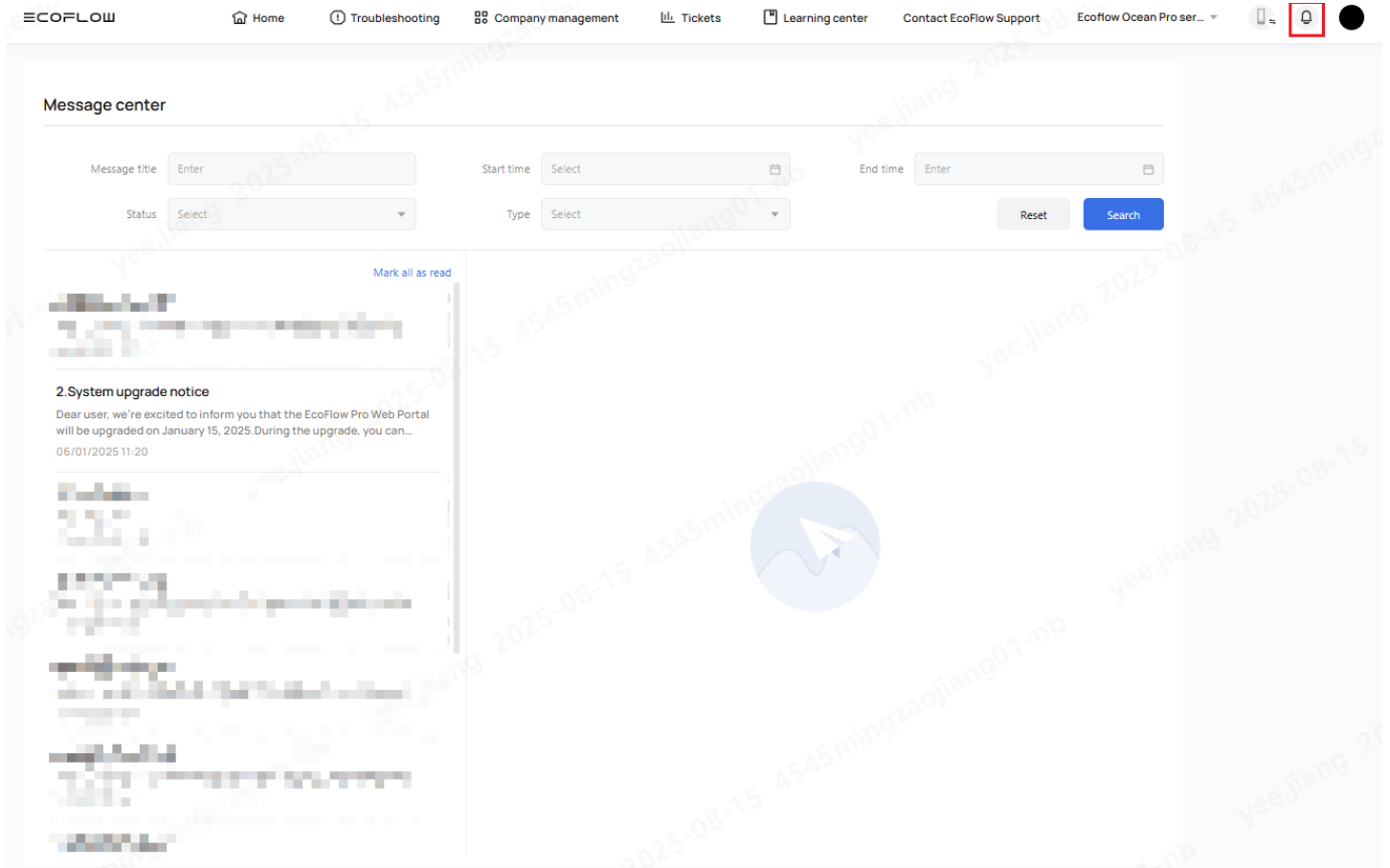
→



OCEAN Panel

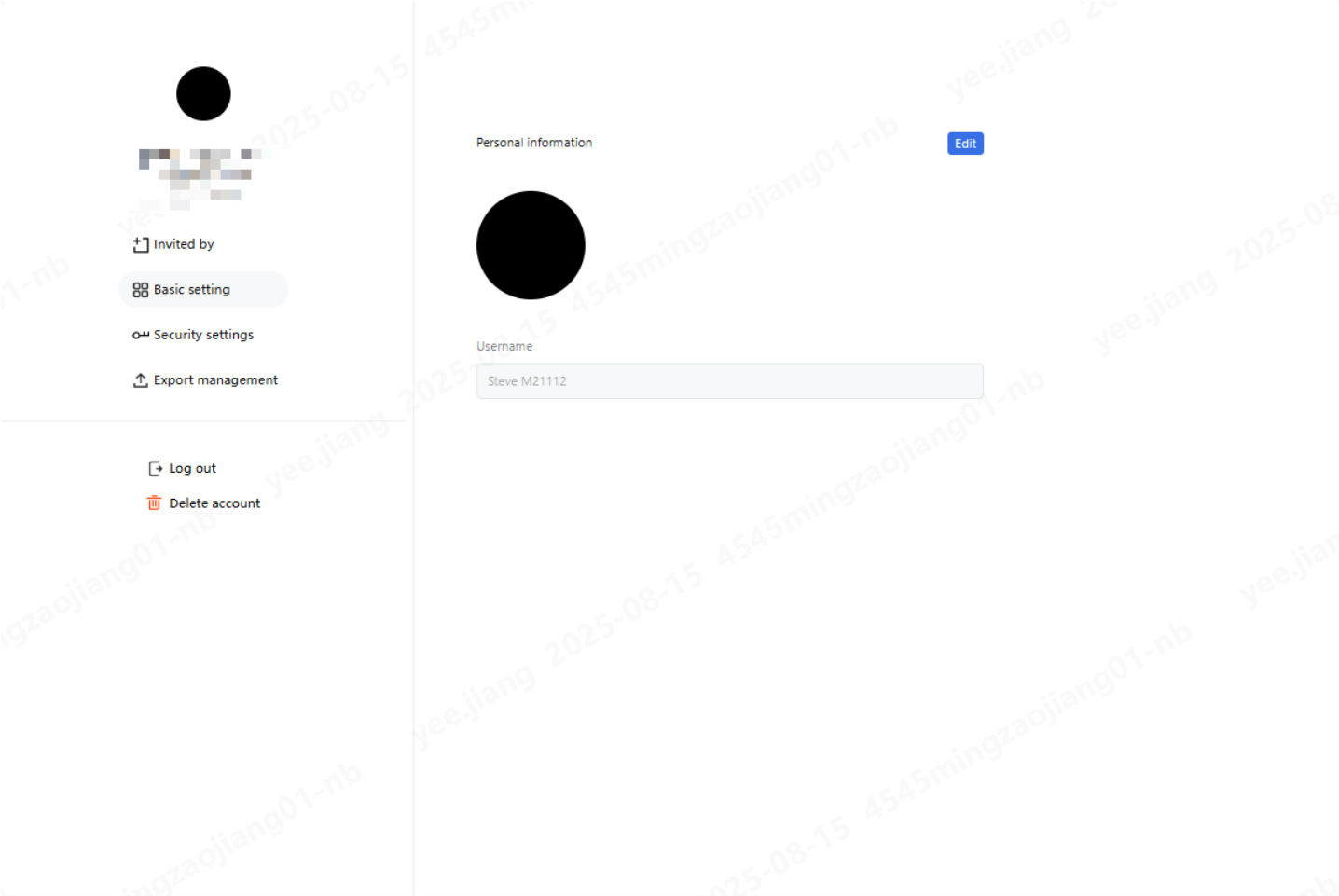
→

8.3 The Message Center at the top-right shows notifications and activity updates from EcoFlow.

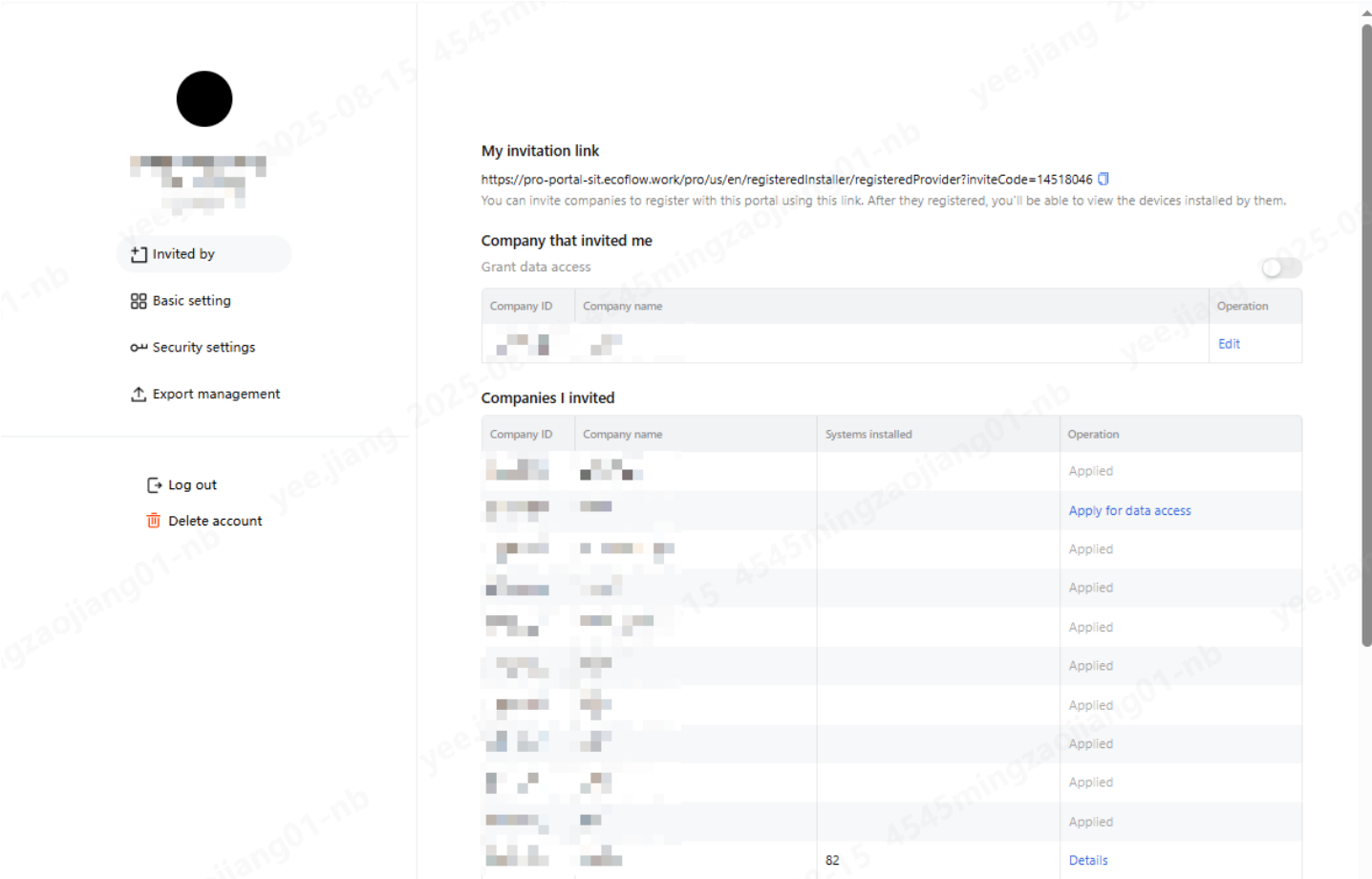


8.4 Manage Personal Account


8.4.1 Edit Username and Profile Picture



8.4.2 Invite Subsidiaries or Share Device Data with Other Companies



8.4.3 Change Account Password



Invited by

Basic setting

Security settings

Export management

Log out

Delete account

Old password

Enter

New password

8-32 characters, including at least a number, a letter, and a ...

Confirm password

8-32 characters, including at least a number, a letter, and a ...

Change

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