

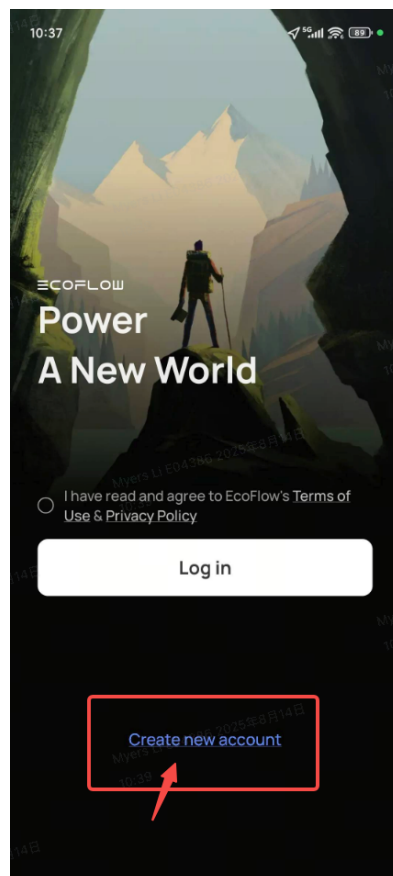
North America Home Storage – App User Guide for Service Provider V1.0

1. Download EcoFlow Pro App

Please search for and download the app from the iOS App Store or Google Play Store, then install it.

2. Registration

Open the Pro App and select [**Create New Account**] to register a new account.



1. Select your Country/Region.
2. To register as a company administrator, select [**Company Account**].
3. To register as an installer under a company, select [**Staff Account**].

- Eligible North American countries: United States, Canada

10:39 5G 89%

EcoFlow Pro Web Portal for Distributors and Instal...

English

* Country/region 1

Country/Region

2

Company account

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

3

Staff account

- Installers or O&M personnel
- Other staff

You 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.

Copyright © 2025 EcoFlow All Rights Reserved.

- For *Solution*, be sure to select the North America certification option [EcoFlow Ocean Pro Series].

10:54 5G 82%

EcoFlow Pro Web Portal for Distributors and Instal...

English

Company information

Email verification

Registration completed

Company name & address

* Company

Enter

* Country/Region

United States

Province/State

Enter

* City

Enter

* Address

Enter

* Zip code

Enter

Contact information

* Name

First name Last name

* Email

Enter

* Phone number

Enter

Solution

* Solution

Ecoflow Ocean Pro series

* Company type

- Enter the **Company ID** provided after successful company registration.

10:56 5G 82%

EcoFlow Pro Web Portal for Distributors and Instal...

English

United States

Company ID

Username

Email

Enter an email address to receive the verification code.

Enter verification code Get code

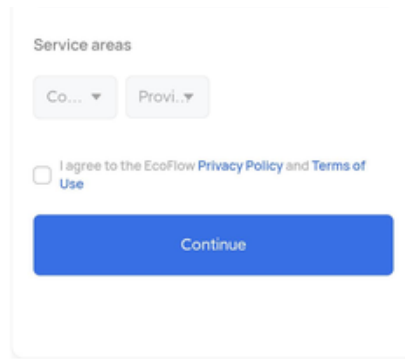
Password

Confirm password

I agree to the EcoFlow Privacy Policy and Terms of Use

Continue

Copyright © 2025 EcoFlow All Rights Reserved.

A screenshot of a mobile application screen titled "Service areas". It features two dropdown menus labeled "Co..." and "Provi...". Below these is a checkbox with the text "I agree to the EcoFlow Privacy Policy and Terms of Use". At the bottom is a blue button labeled "Continue".

Service areas

Co... Provi...

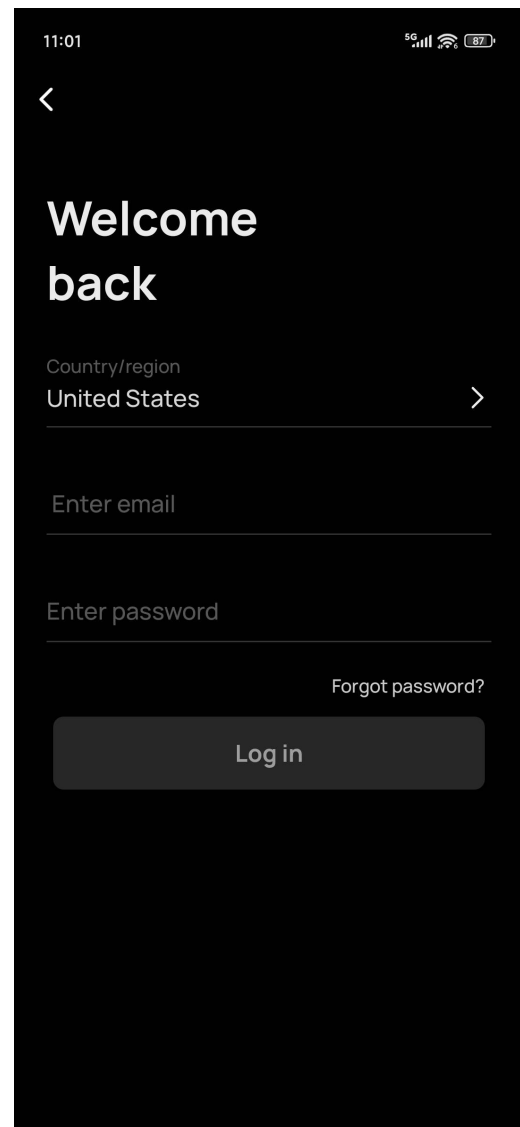
☐ I agree to the EcoFlow Privacy Policy and Terms of Use

Continue

Copyright © 2025 EcoFlow All Rights Reserved.

3. Login

- Read and agree to EcoFlow's Terms of Use & Privacy Policy
- Check the agreement box.
- Then tap **Log in**.
- Enter your registered email and password.
- Tap **Log in** again.

A screenshot of a mobile application login screen. At the top, it says "Welcome back". Below that is a "Country/region" dropdown menu showing "United States". There are two input fields labeled "Enter email" and "Enter password". A link "Forgot password?" is located below the password field. At the bottom is a dark button labeled "Log in".

11:01 5G

<

Welcome back

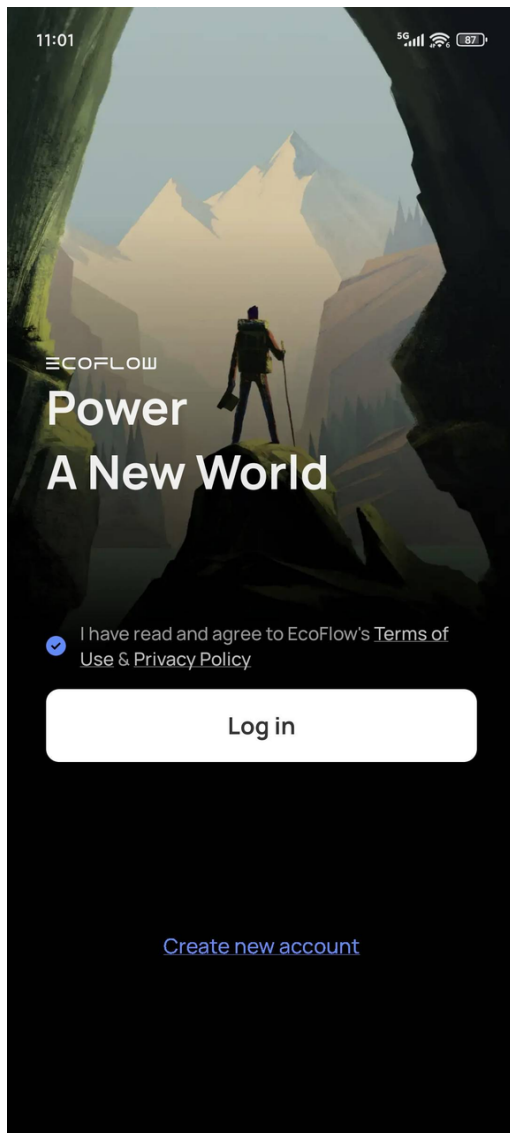
Country/region
United States >

Enter email

Enter password

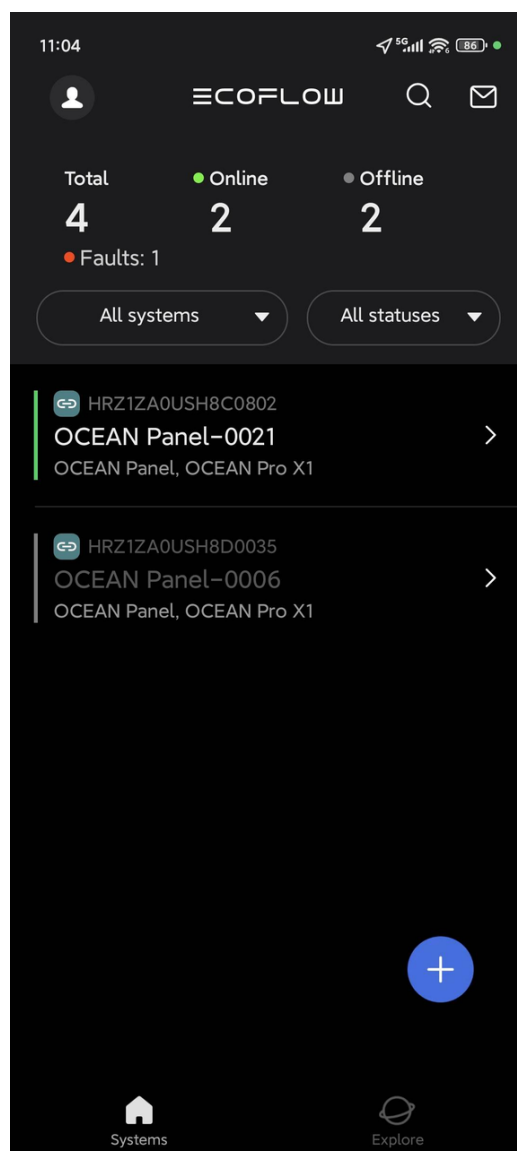
Forgot password?

Log in



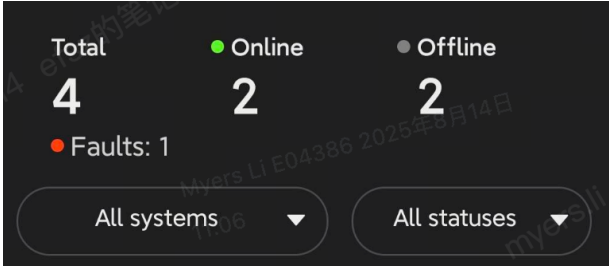



4. Main Interface

After successful login, you will enter the main interface:



• **Module overview:**

	<p>Profile & Settings</p> <ul style="list-style-type: none"> • Account Management • Qualification switch • Language Selection • Service Ticketing • Contact Support • Check for Updates • About
	<p>Device Search: Enter the device name or SN to search.</p>
	<p>Message Center: Receive system notifications, news, and updates.</p>

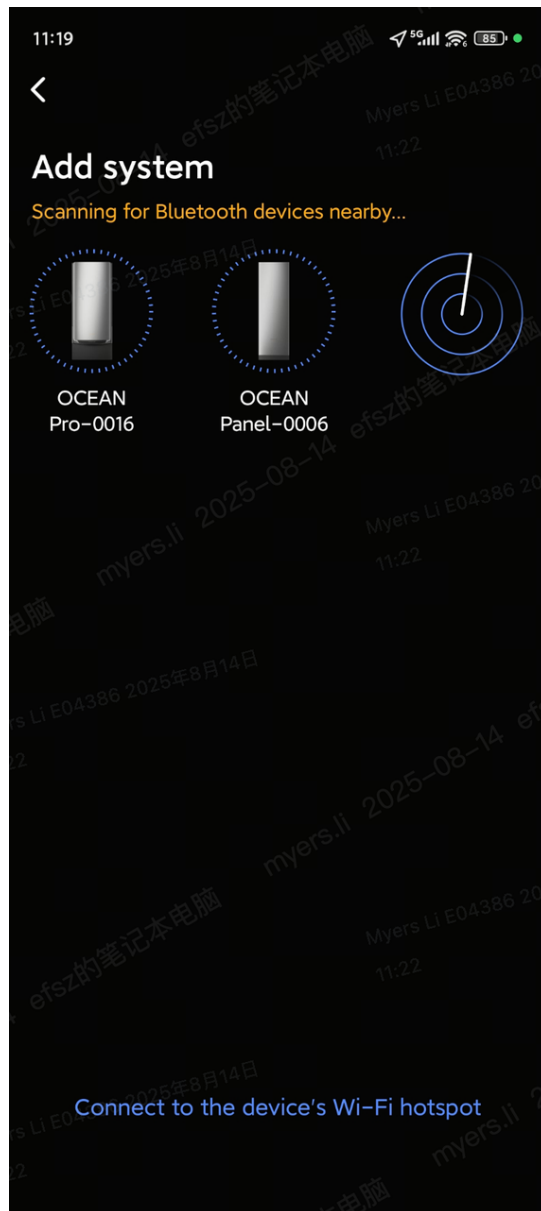
	<p>Data Statistics includes:</p> <ul style="list-style-type: none"> • Total number of Systems • Number of Systems Online • Number of Systems Offline • Number of Systems with Faults • Filter Systems by Components • Filter Systems by Status
	<p>System List displays:</p> <ul style="list-style-type: none"> • System Name & SiteID • Device Type and Quantity • Color Coordinated <ul style="list-style-type: none"> ◦ Online (Green), Offline (Gray), Fault (Red)
	<p>Bluetooth Device Discovery</p>
	<p>Main Menu:</p> <ul style="list-style-type: none"> • Systems • Explore

5. Discover New Devices

This feature is used for commissioning newly installed systems, locating nearby devices for binding, activating, changing system settings and assigning the system to the homeowner.

5.1 Bluetooth Device Discovery

Tap the blue + icon to enter the Bluetooth device discovery page:



Select one device to proceed to the binding page.

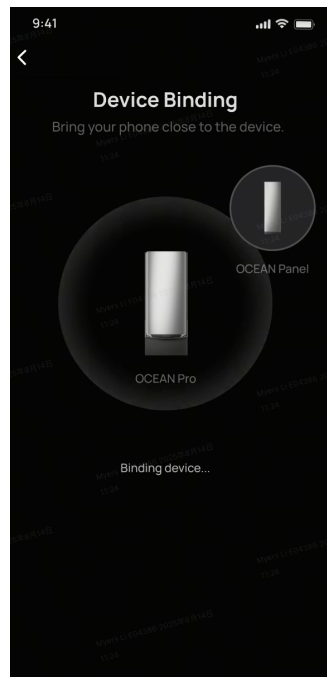
5.2 Device Binding

5.2.1 Grouped System Binding Process

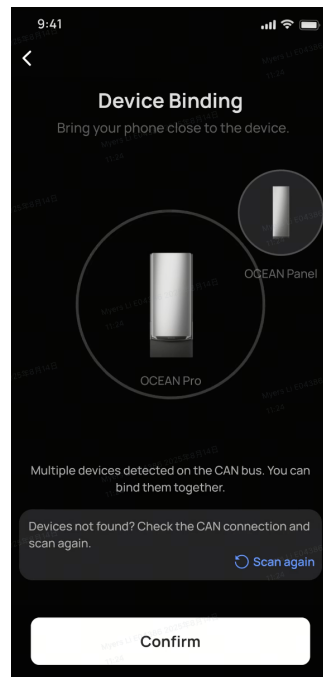
1. Bind the currently selected device first.
2. Search for devices connected via CAN bus.
3. Display all devices on the CAN bus and confirm whether to group them into one system, or re-scan.
4. Complete the grouped system setup.



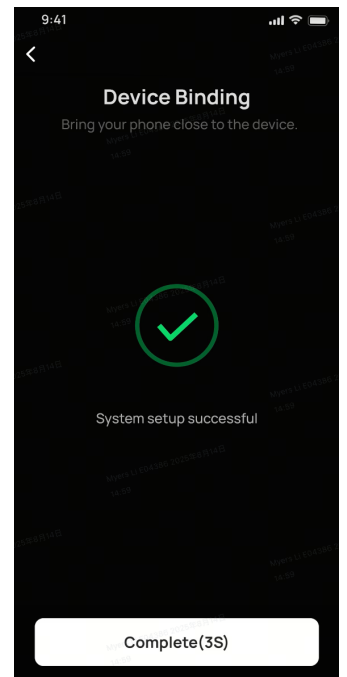
1



2



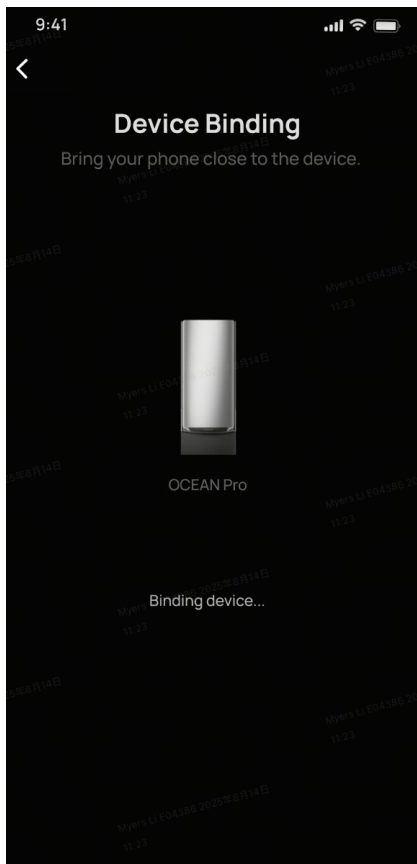
3



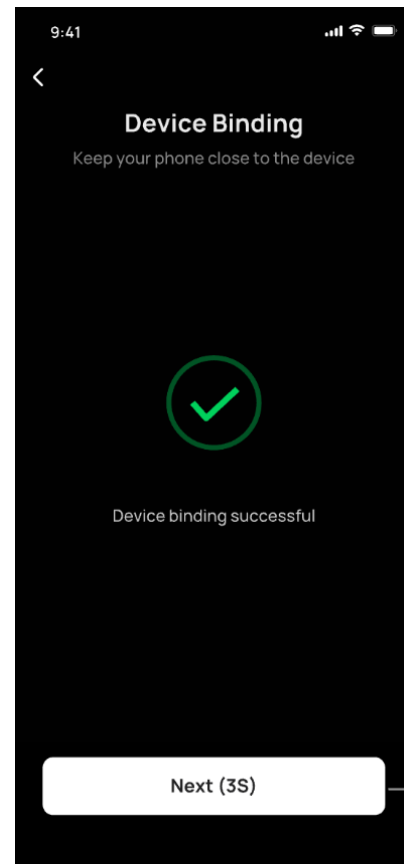
4

5.2.2 Single Device Binding Process

1. Binding the currently selected device.
2. Binding successful.



1



2

5.2.3 SN Entry Generation

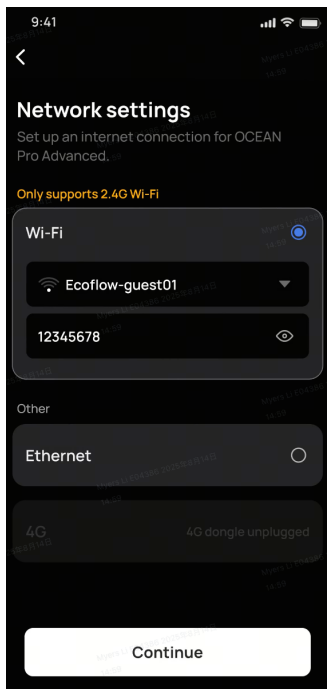
After device/system binding succeeds, a SN entry will be created in the system list:



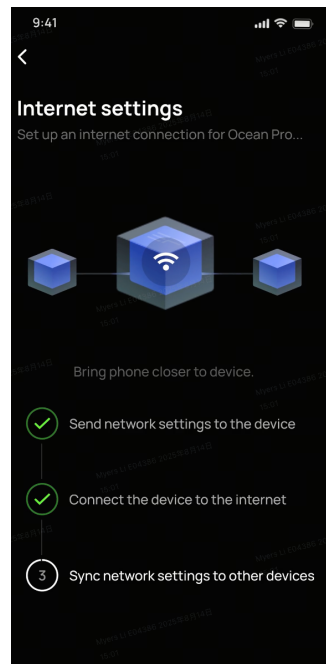
5.3 Network Configuration

5.3.1 Grouped System Networking

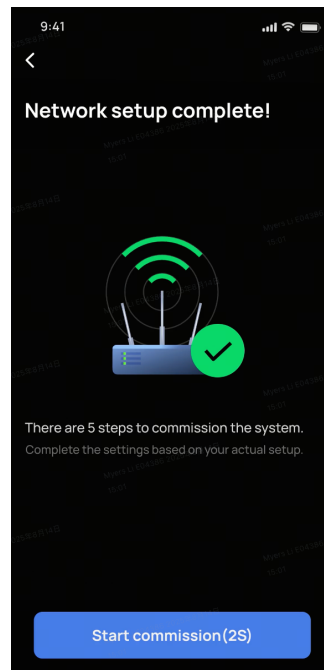
1. Configure the system network using one of three methods:
 - a. Wi-Fi(2.4GHz Only), Ethernet, or 4G (Wi-Fi recommended).
2. Multi-Device Sync: Configure the network on the Bluetooth-bound device, then sync the network settings to other devices.
3. Complete network configuration for all devices.
4. If synchronization fails, configure the remaining devices individually.



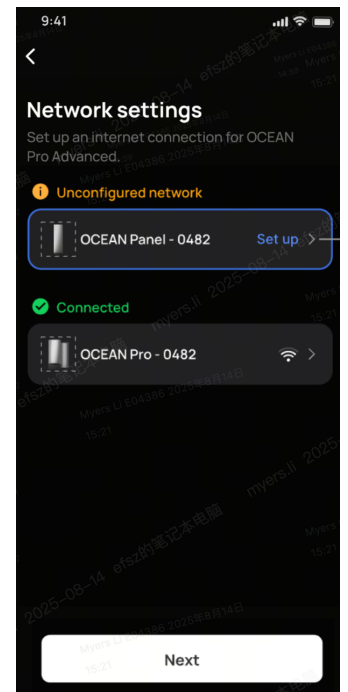
1



2



3

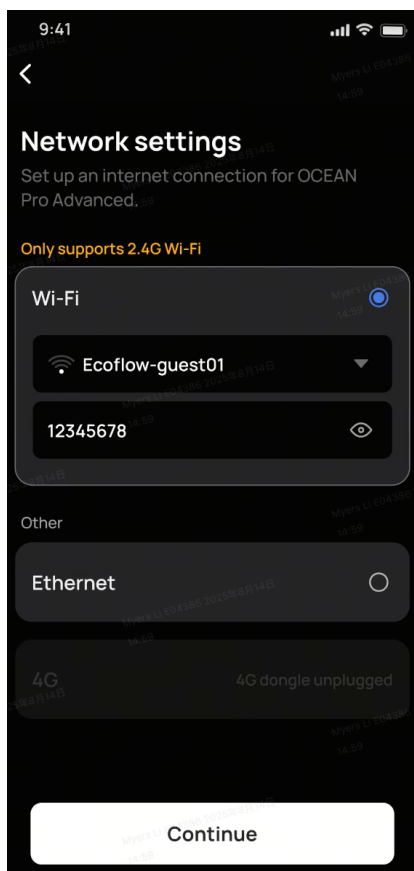


4

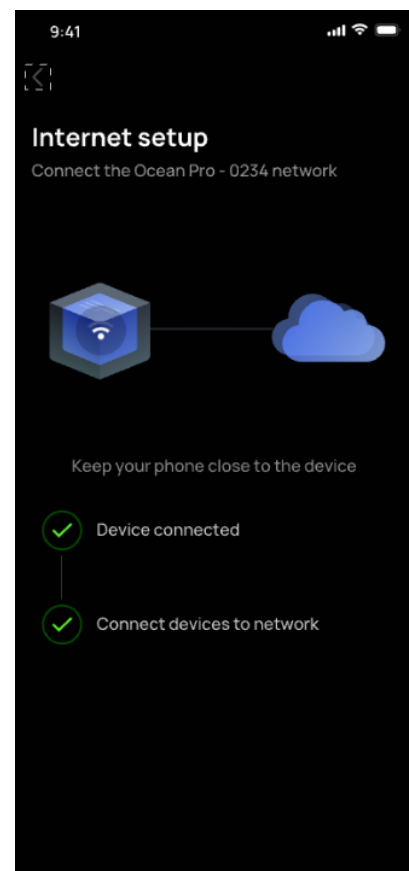
After all devices are connected to the network, proceed to **Commissioning**.

5.3.2 Single Device Networking

1. Configure the device network using Wi-Fi(2.4GHz only), Ethernet, or 4G (Wi-Fi recommended).
2. Configuration successful.



1

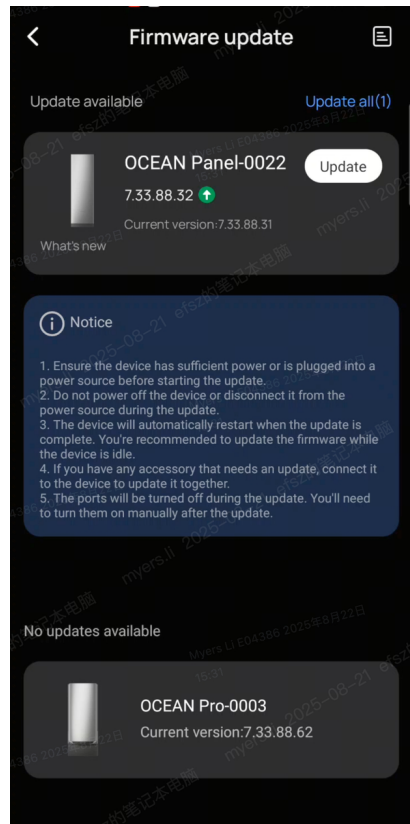


2

6. Commissioning

6.1 Firmware Upgrade

If the system detects a mandatory firmware update, a firmware upgrade screen will appear. If no mandatory version is found, the system will skip this step and proceed automatically.



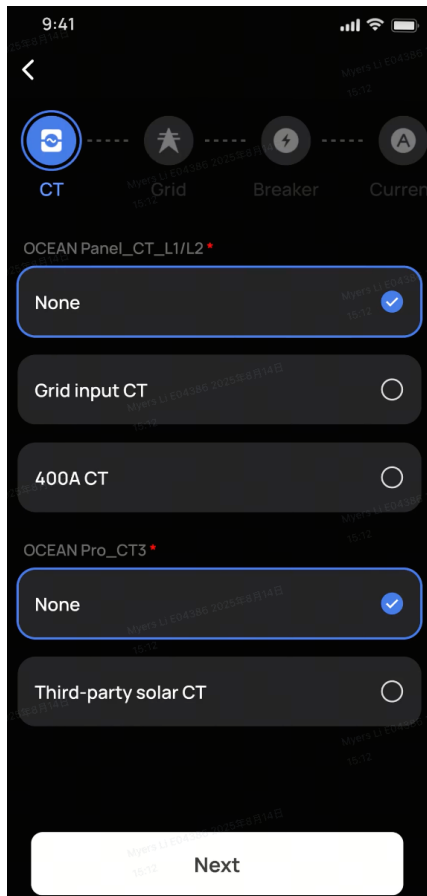
6.2 CT Settings

Configure whether each device has a CT connected, and its connection point.

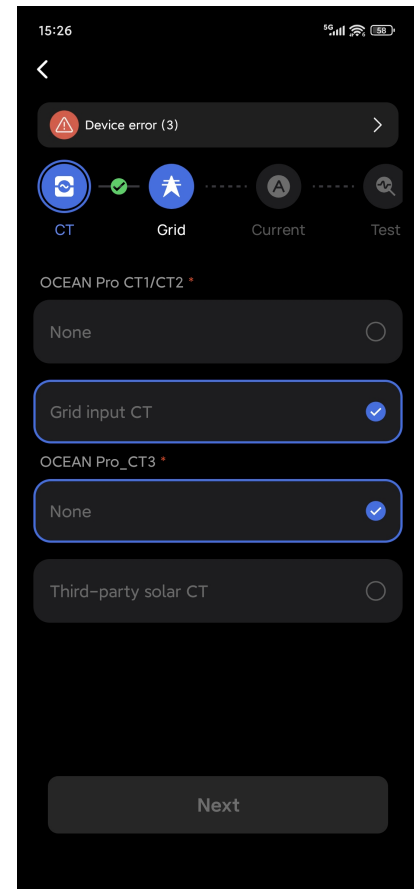
The Smart Home Panel and Inverter have internal CTs. If no additional CTs have been added select "None"

- **L1/L2 or CT1/CT2:**
 - Select *None* if not connected.
 - Select *Grid Input CT* if connected at the Main Point of Interconnection.
 - Select 400A CT if 2 sets of CTs are connected at the Main Point of Interconnection.
- **CT3:**
 - Select *None* if not connected.
 - Select *Third-party solar CT* if connected to a third-party PV inverter.

- Tap **Next** to save CT settings and continue.



System (Cluster) Version



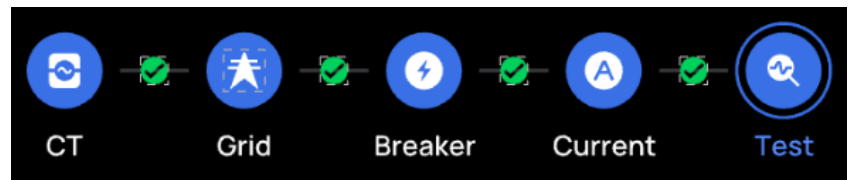
Single OCEAN Pro Version

6.2.1 Interface Overview

1. **Error Messages:** Any fault will be displayed here, with cause and solution.
2. **Commissioning Steps:** Can switch between steps or return to modify.
 - Single OCEAN Pro commissioning steps:



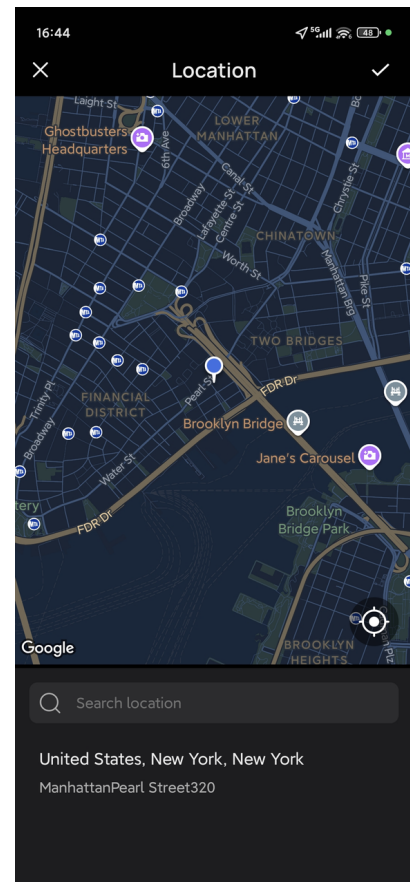
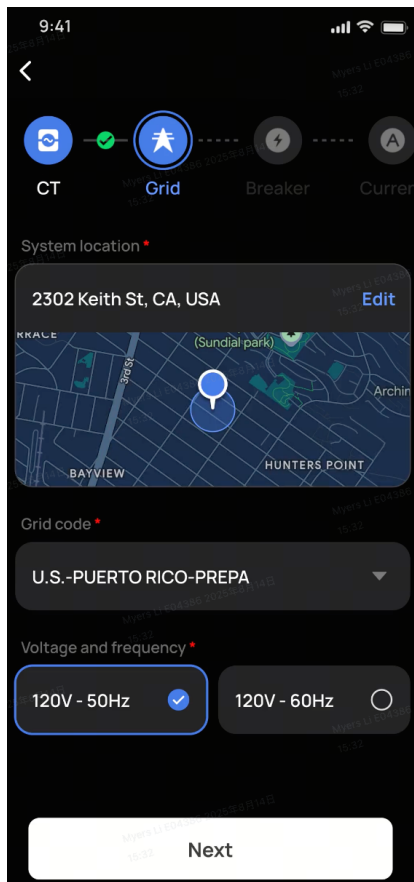
- Single OCEAN Panel or grouped system (multiple devices) steps:



3. Parameter configuration area.
4. **Next** button.
5. **Back**: Returns to system list.

6.3 Grid Settings

- **System Location**: Tap *Edit* to enter an address manually or set it on the map.
- **Grid Code**: Automatically generated based on location; can also be selected from the dropdown list.
- **Voltage and Frequency**: Enter the customer's actual household voltage and frequency.
 - 120V indicates Single Phase; the system will automatically detect whether the incoming voltage is 208V or 240V
- Tap **Next** to save and continue.



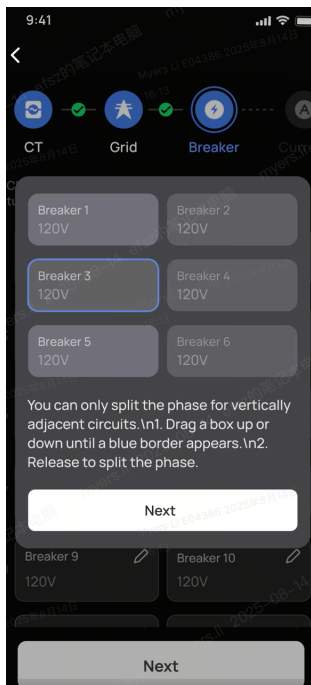
6.4 Smart Circuit Settings

This step appears only if OCEAN Panel devices are present.

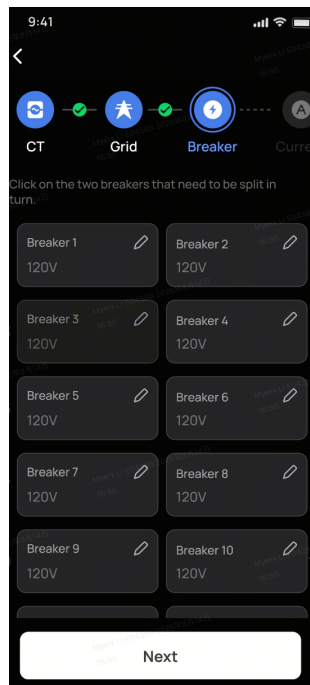
1. Instruction guide for phase splitting.
2. View all Smart Circuits.
3. Configure devices/rooms connected to each circuit.
4. For circuits 1–3: perform phase splitting and connect to OCEAN Pro.

Note: Grouped systems must configure the phase where OCEAN Pro is located.

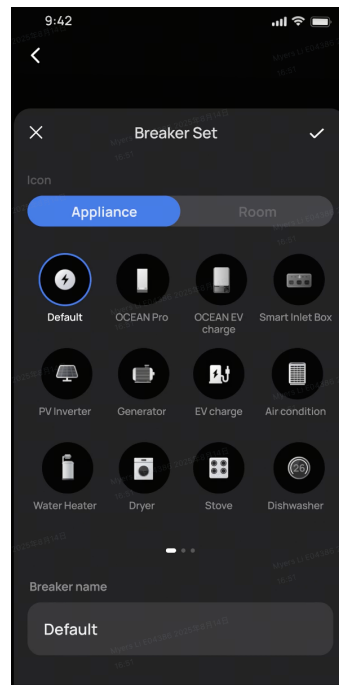
Tap **Next** to save and continue.



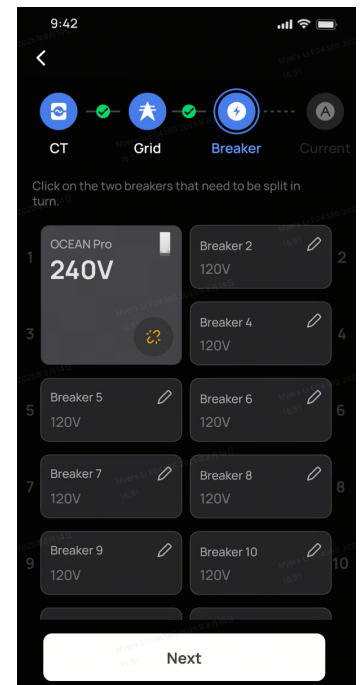
1



2



3



4

6.5 Current Settings

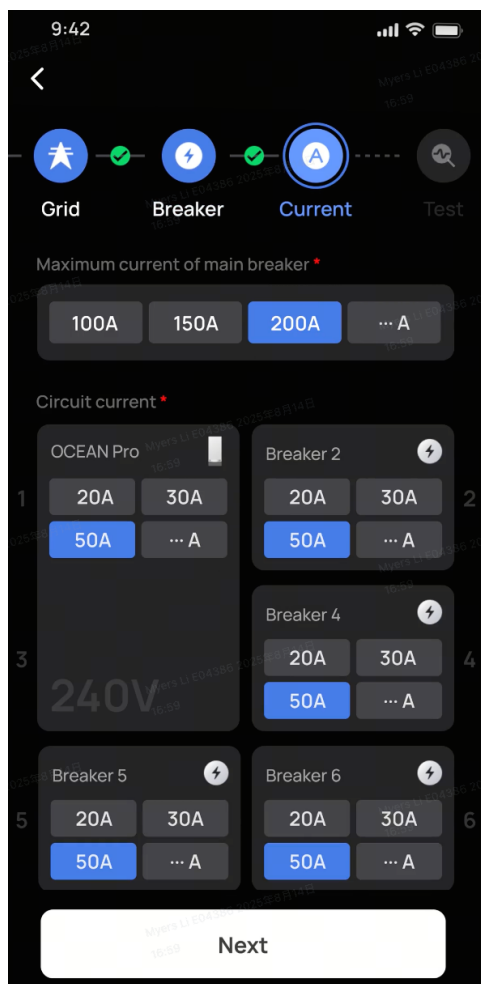
1. With OCEAN Panel devices:

- **Maximum Current of the Main Breaker**
 - Set the Main Circuit Breaker rating
- **Circuit Current**
 - Configure each Smart Circuit breaker rating.

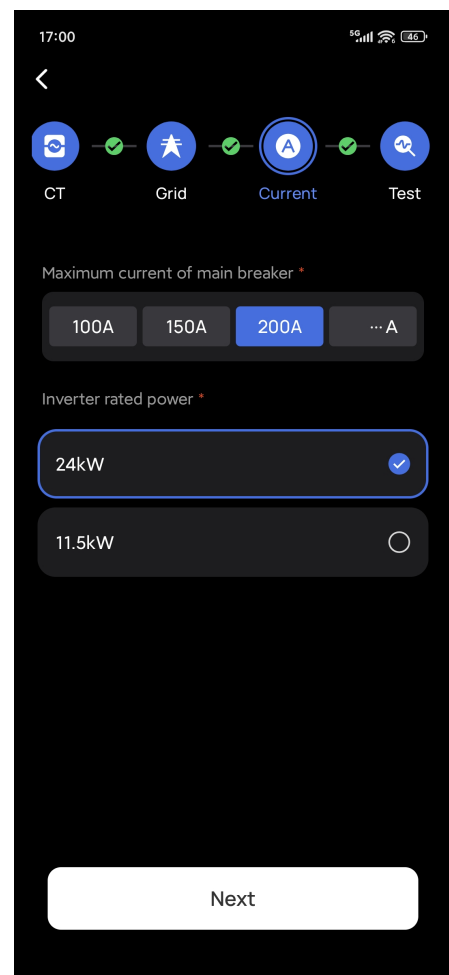
2. With only OCEAN Pro devices:

- **Maximum Current of the Main Breaker**
 - Set the Main Circuit Breaker Rating
- **Inverter Rated Power**
 - Select 24kW or 11.5kW

Tap **Next** to save and continue.



1



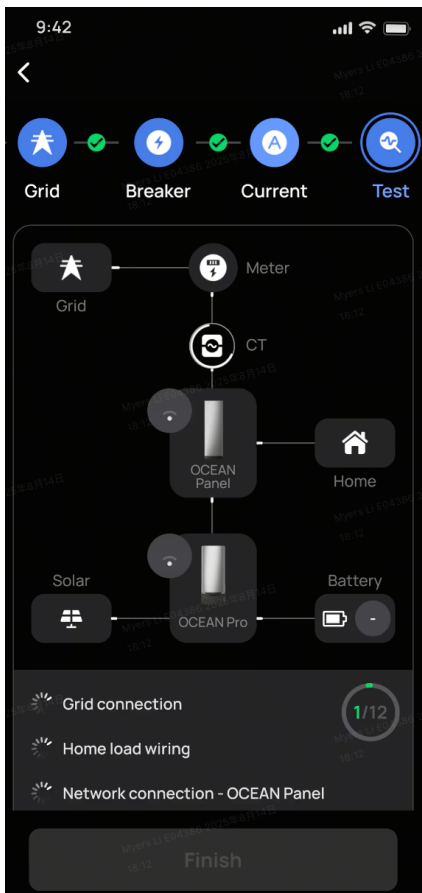
2

6.6 Self-Test

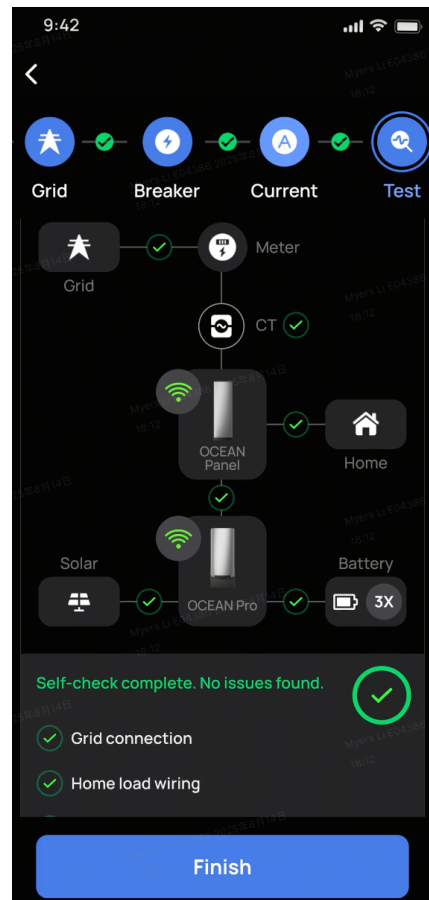
The system will automatically run diagnostics, including:

- Grid-Side Connection
- Load-Side Connection
- Network Connection; for each device
- PV Connection
- Battery Connection
- Panel-to-Pro Connection (grouped systems only)
- CT Connections

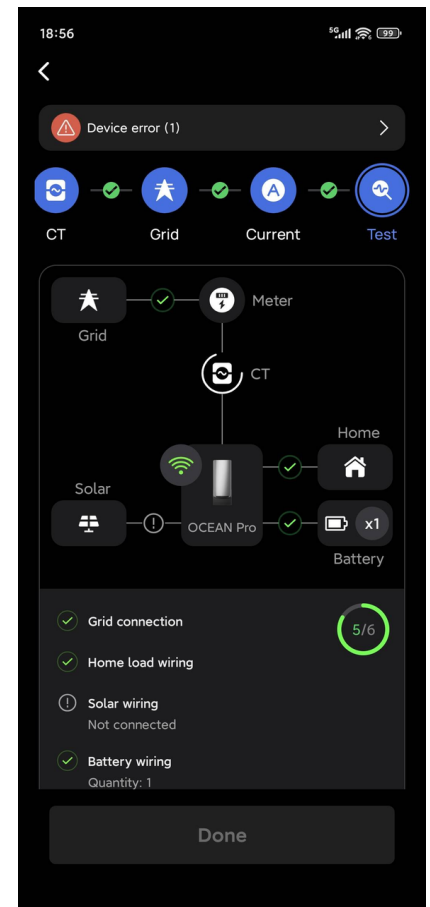
If CT connections are incorrect, reversed, or missing, a warning will be displayed with corrective action.



Start Self-Check



Cluster System Self-Test Passed

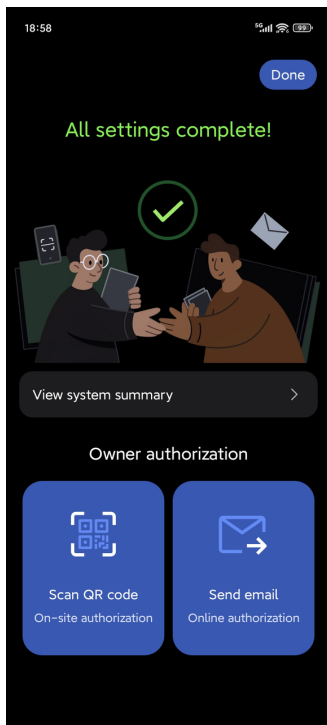


OCEAN Pro Self-Test

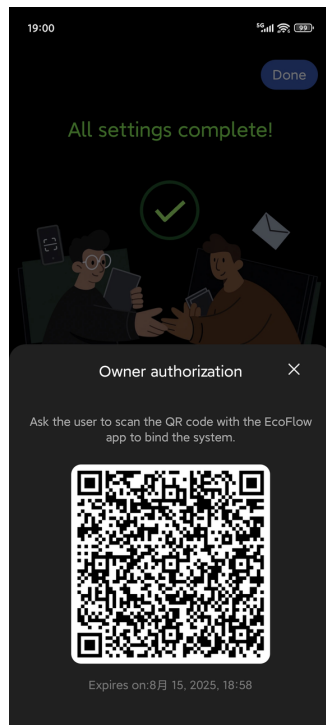
Tap **Done** to enter the authorization page.

6.7 Authorization

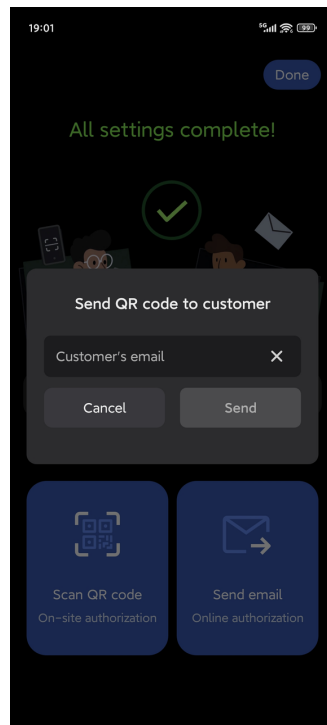
1. Assign the initialized devices/systems to the homeowner using either of two methods: **On-site Authorization** or **Remote Authorization**.
2. **On-site Authorization:** Generate a QR code. Ask the homeowner to open the EcoFlow App and scan the QR code.
3. **Remote Authorization:** Enter the homeowner's email to send the QR code via email.
4. **View System Summary:** Review the system overview information.



1



2



3

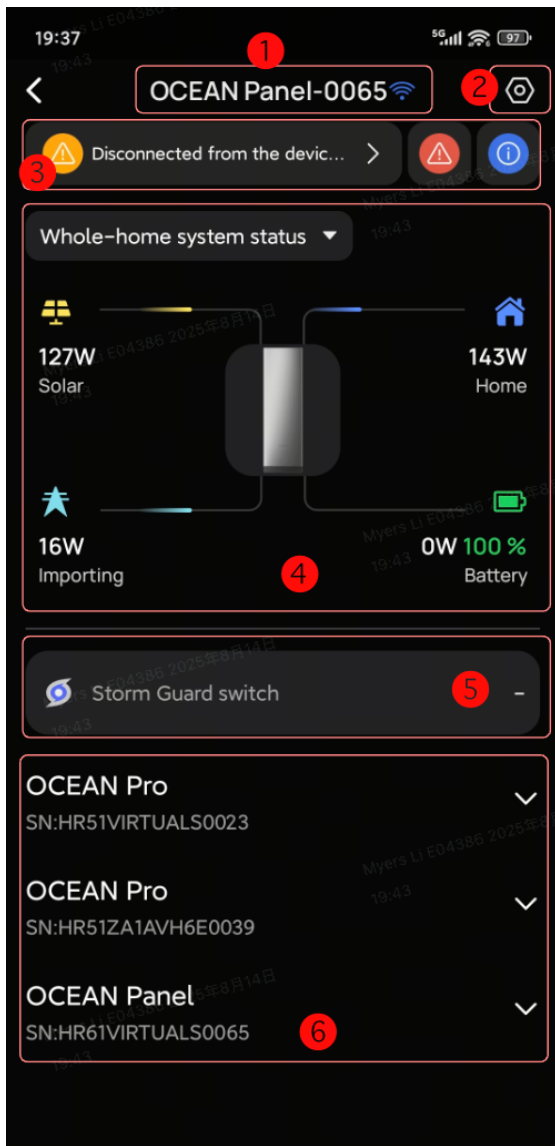


4

Tap **Done** in the top right corner to complete activation and enter the system operation page.

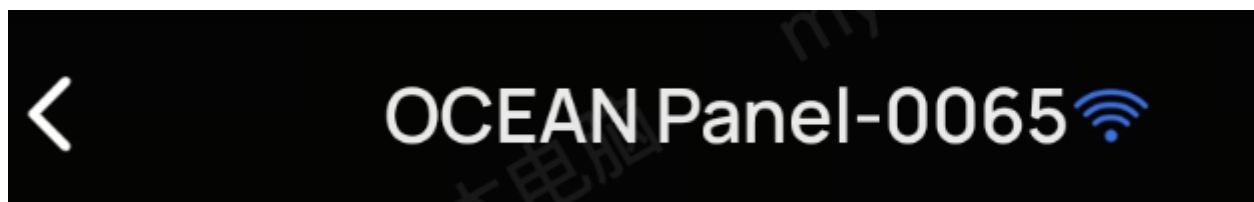
7. System Operation Page

1. System Name and Network Connection Status
2. Settings



3. System Status, Faults, and Notifications Overview
4. Energy Flow Diagram
5. Storm Guard Switch
6. All devices under the system
 - a. Expanded by default, collapsible with a click

7.1 System Name



- Displays the system name, usually composed of the device model + last four digits of the SN. Can be modified in **Settings** → **System Name**.
- Displays whether the system is connected to the network:

With network:



No network:



7.2 Settings



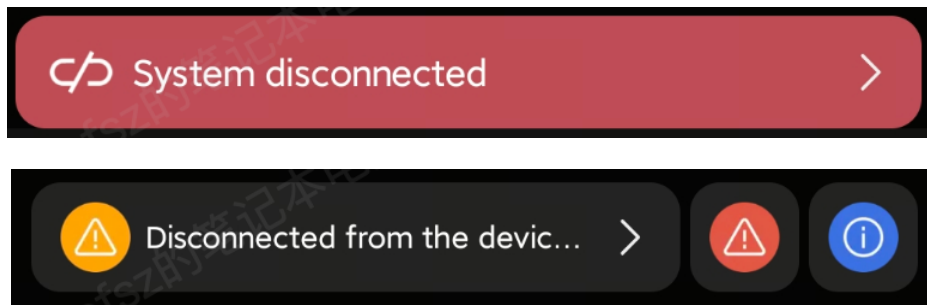
Tap to switch to the **Settings** page:



Categories:

- **General**
 - System Name
 - Installation Records
 - Owner Authorization
- **System**
 - Operating Mode
 - Device Modules
 - Home Settings
 - Network Connection
 - Grid Connection
 - Smart Circuits
- **Other**
 - Firmware
 - System Check
 - Reset & Delete Data
 - Start/Shutdown System OCEAN Pro
- **Unbind**

7.3 System Status

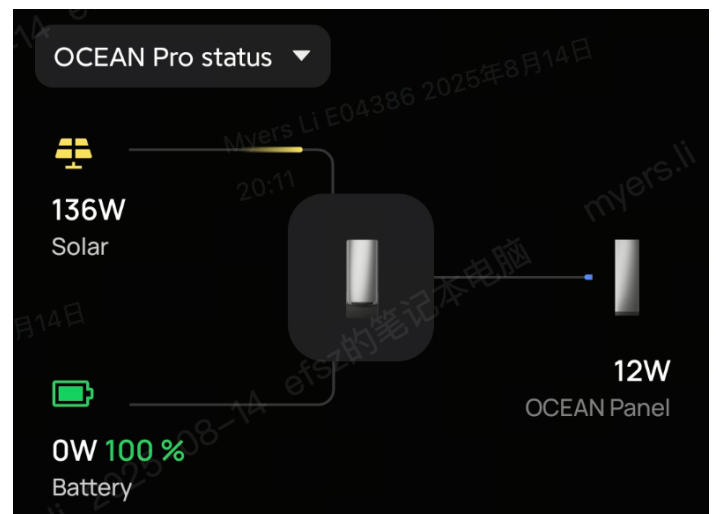
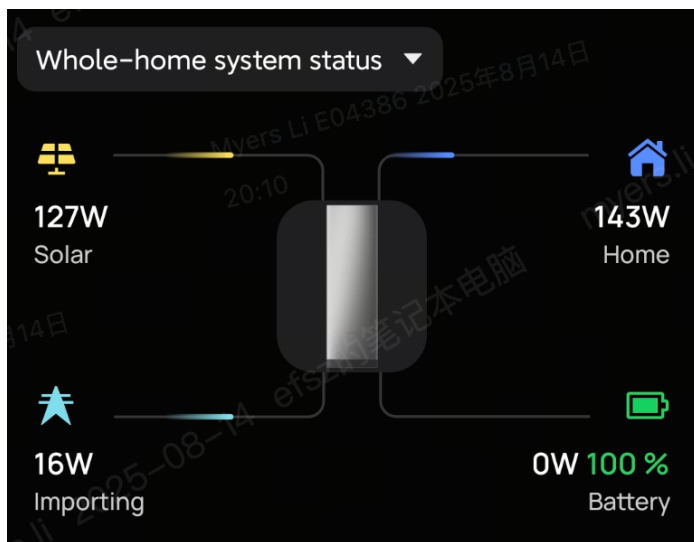


Display Order:

- System Offline
- Current System Status Icon: Yellow
- Fault Icon: Red
- Notification Icon: Blue

7.4 Energy Flow Diagram

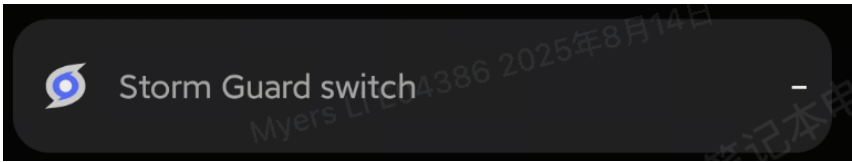
For clustered systems, the default display is whole-home energy data. You can switch to **OCEAN Pro** to view single-device data:



The energy flow diagram displays:

- Connected terminals: Grid, Solar, Battery, Load
- Real-time data for each terminal:
 - **Grid:** Current Direction, Power, Status (Importing from the Grid, Exporting to the Grid)
 - **Battery:** Current Direction, Power, SOC, Charging/Discharging/Standby Status
 - **Solar:** Current Direction, Power
 - **Load:** Current Direction, Power

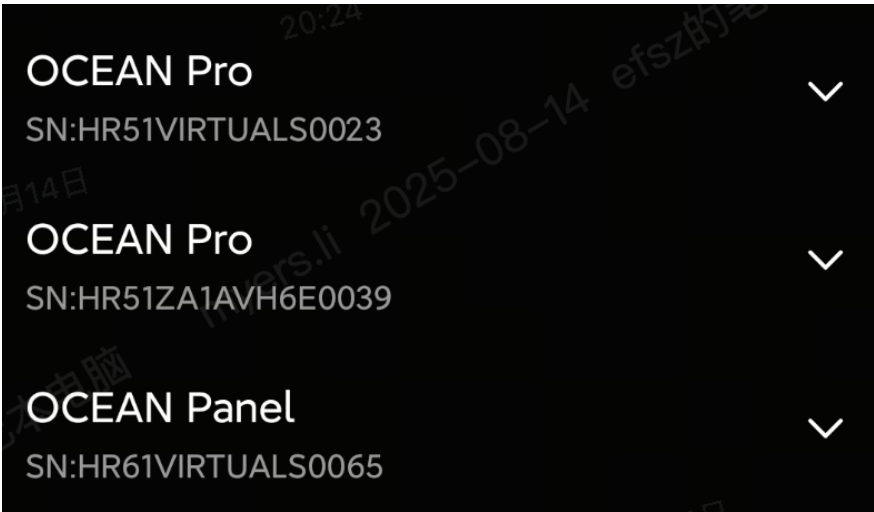
7.5 Storm Guard Switch



Displays whether Storm Guard is enabled. Switch control is only available in the **User App**.

7.6 All Devices

Displays all devices under the current system. Card format: Device Name + SN



Expanded details:



Pro Device Displays:

- Battery Temperature
- Battery Information:
 - Quantity
 - SN, Voltage, Temperature, Cycle Count, Operating Status
 - Current from connected CT
- Solar MPPT Wattage Input



Panel Device Displays:

- Current from connected CT
- Smart Circuit information for each Circuit:
 - Circuit Name
 - Current Power
 - Connected Equipment
 - On/Off Status

8. Operation Guide

The following are commonly used operations for installers:

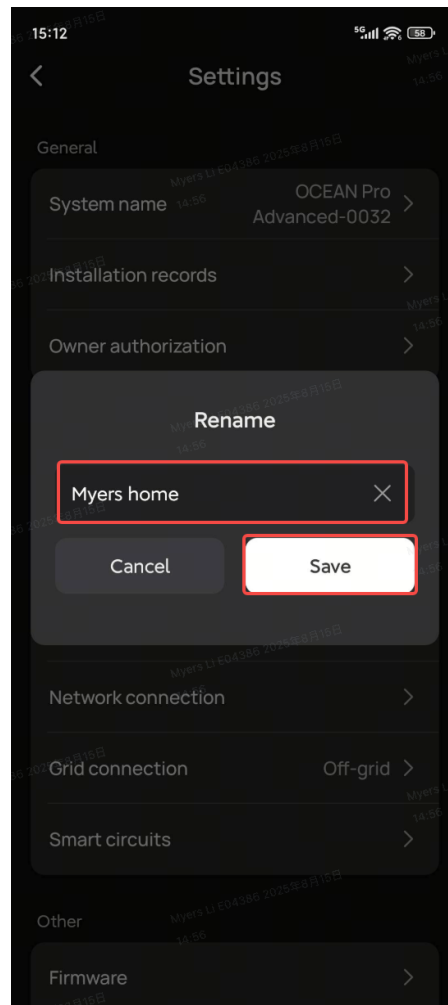
8.1 Modify System Name

The device name + SN is hard to remember. Rename the system for easier reference.

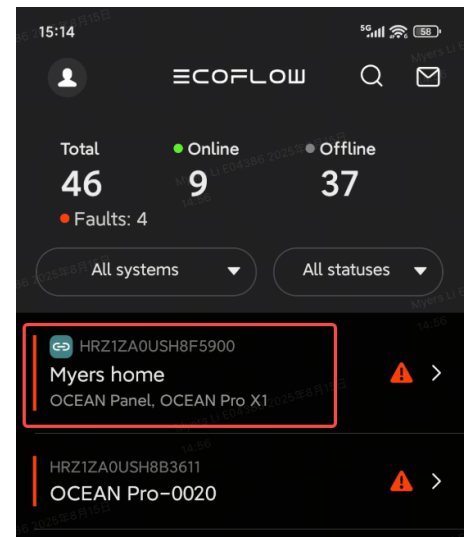
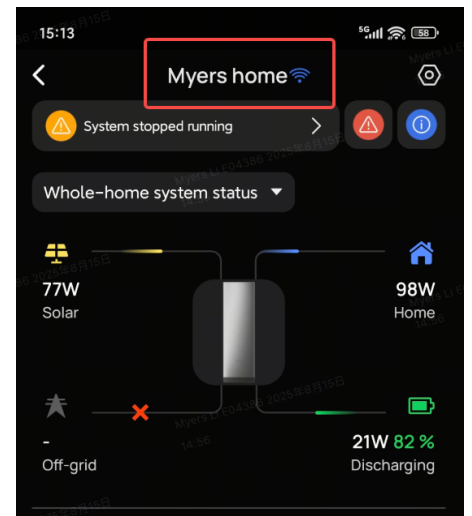
1. Navigation: **Settings** → **System Name**
2. Enter the new name and tap Save
3. The updated name will appear in the energy flow diagram and system list



1



2



3

8.2 Set Operating Mode

After activating the system, the default settings are: **Self-Powered**, **Backup Reserve – 50%**.

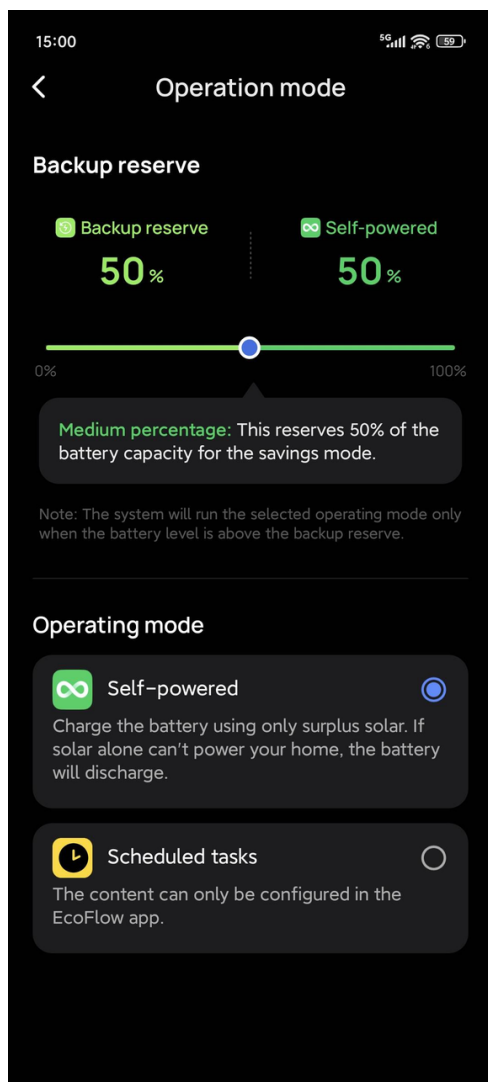
Navigation: **Settings → Operating Mode**

Battery Ratio:

- **Backup Reserve:** The percentage of battery reserved for backup
- **Self-Powered:** The percentage of battery available for current operation mode

Adjustable via the percentage slider.

Operating Mode:



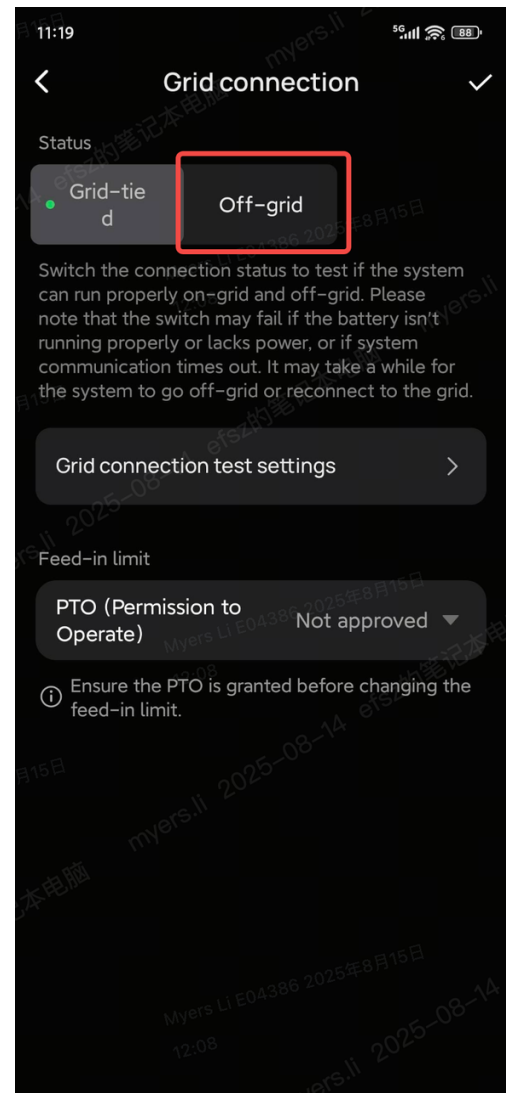
- The EcoFlow Pro App can switch operating modes but cannot configure scheduled tasks.
- Scheduling must be set in the **EcoFlow App**.

8.3 Grid Connection Switching

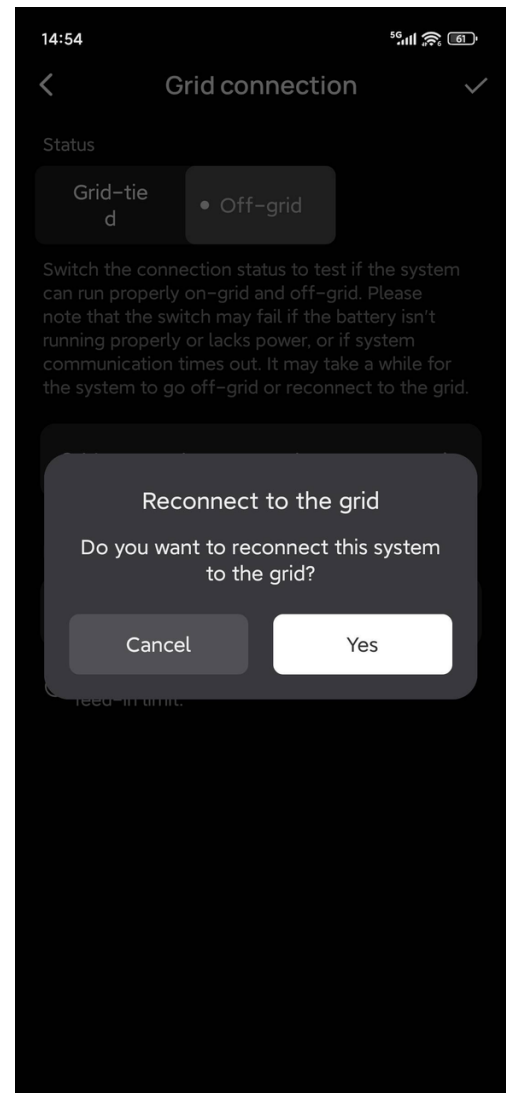
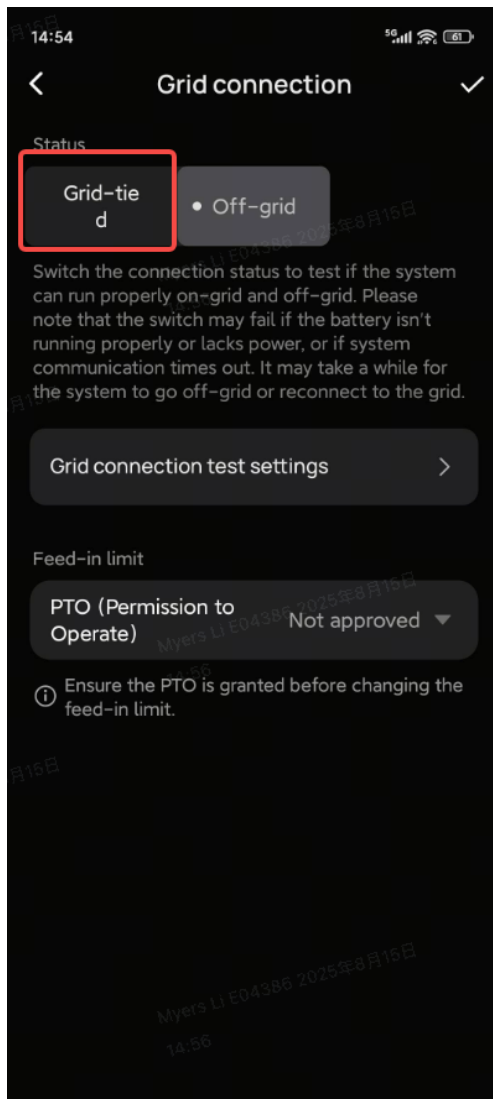
Navigation: **Settings** → **Grid Connection**

- If your battery is sufficiently charged and you do not want to use grid power, switch to **Off-Grid Mode**.

Tap Off-Grid button → Confirm to switch.



- If you want to purchase power from the grid or feed power back to the grid, switch to **Grid-Tied Mode**:



8.4 PTO Approval

Commonly used when installers obtain approval from the utility company, allowing the customer's system to feed back into the grid.

1. Navigation: **Settings** → **Grid Connection**

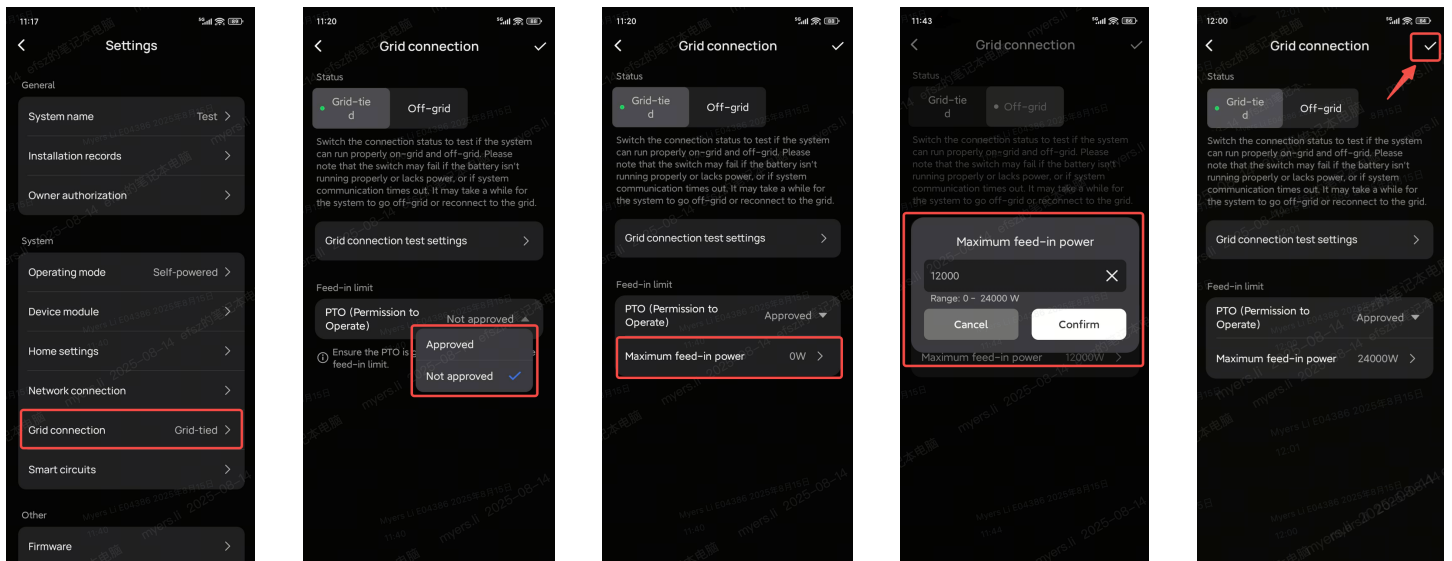
2. Display PTO approval status and select Approved.

⚠ **Important:** Only operate after receiving official approval from the utility company!

3. Set maximum inverter feed-in power (default: 0).

4. Enter maximum feed-in value (0–24,000 W), then Confirm.

5. Remember to tap the ✓ in the upper-right corner to save settings.



1

2

3

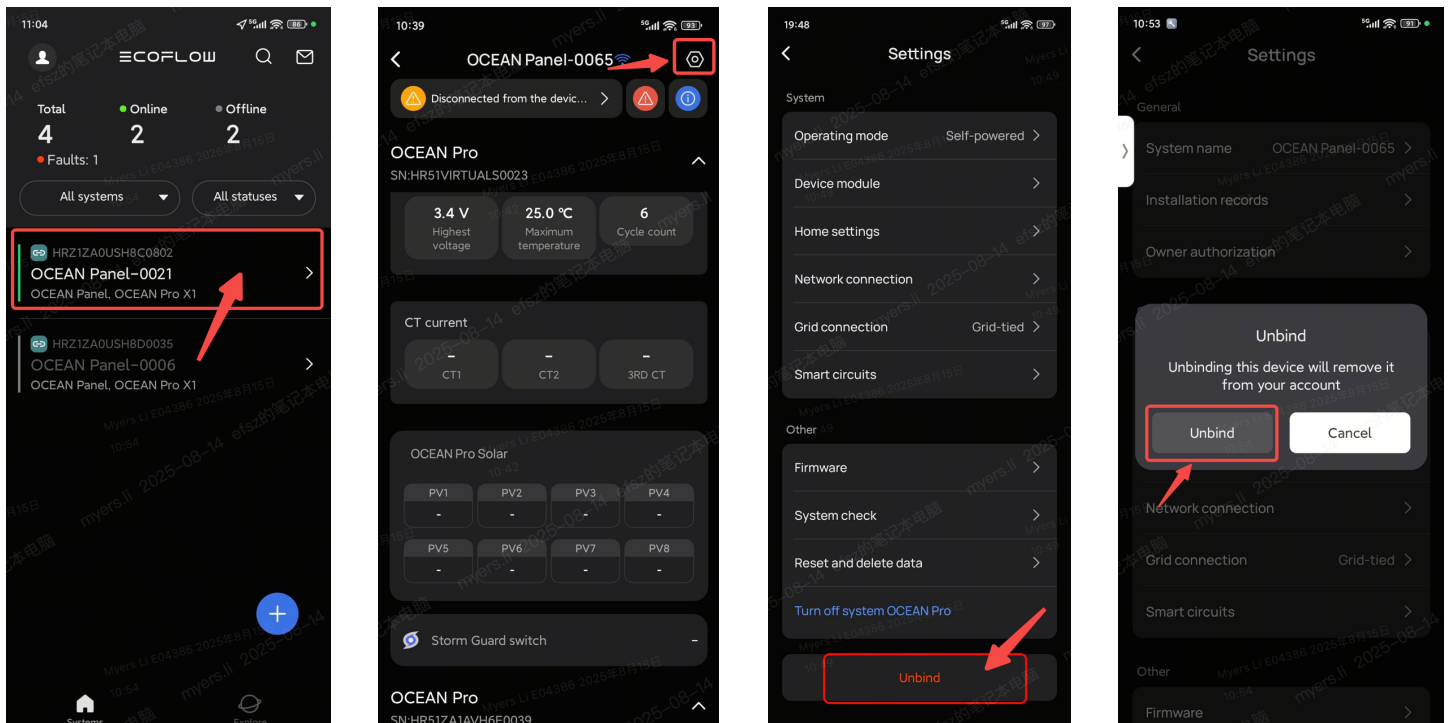
4

5

8.5 Unbind

- Removes unwanted devices from the Service Provider App list. Installers will no longer see them.
- The homeowner can still access devices in the **User App**.
- Device and installer/company binding remains unaffected.

Follow these steps to remove the selected system from the list (as shown in image 1):



1

2

3

4

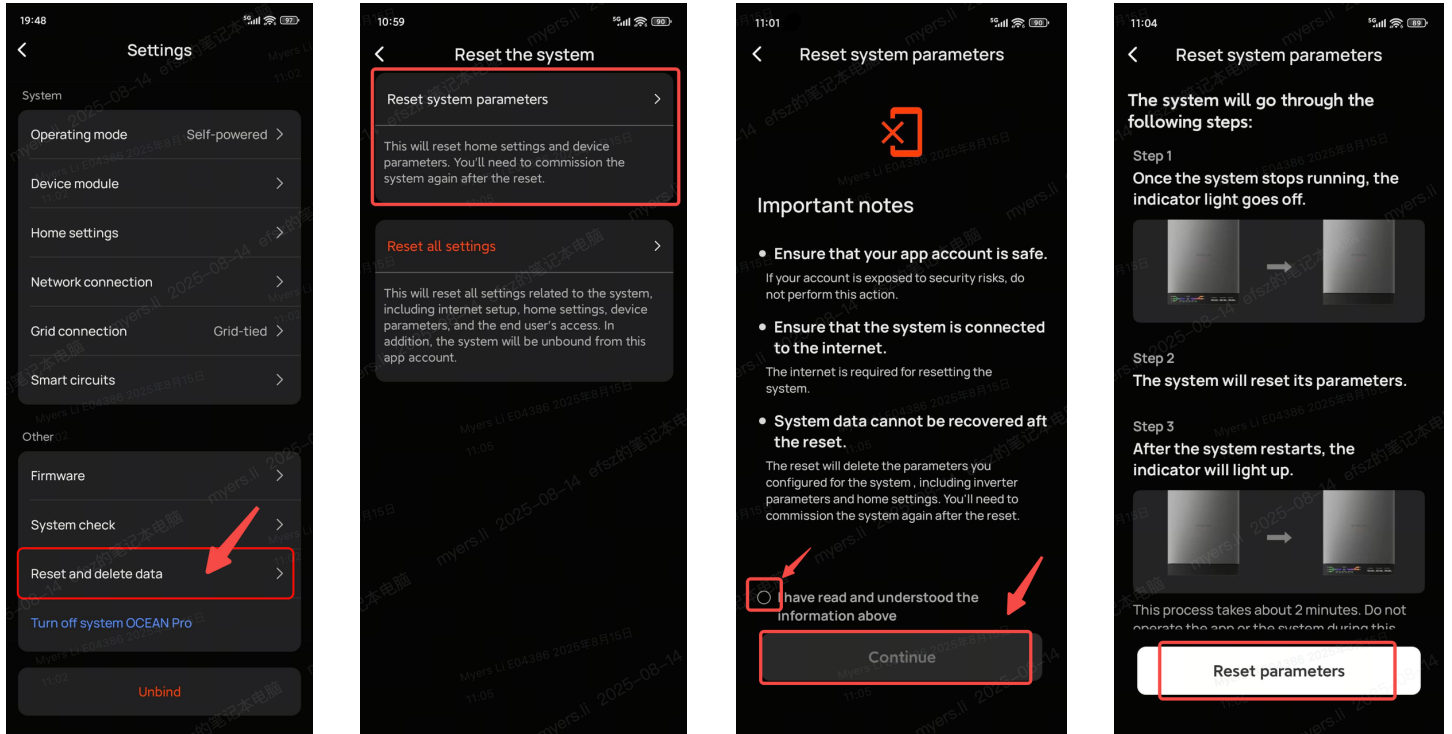
8.6 Reset & Delete Data

8.6.1 Reset System Parameters

Used when all parameters need to be reconfigured. The following data will NOT reset:

- Network Settings
- Grouped Devices
- Device-Installer/Homeowner
- **Installer-Device Binding; historical information is retained**

After clearing, the system enters initialization.



8.6.2 Delete All Settings

Used when unbinding a clustered system, replacing a host, or returning/exchanging a device.

Requires re-binding via Bluetooth discovery + re-initialization + re-authorization.

- **This operation does NOT remove installer-device binding or erase user history data. All other data will be deleted. Proceed with caution!**

After clearing, the system returns to the homepage list.

