

Sunsynk Saver Mobile App User Guide

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Getting Started

Welcome to Sunsynk Saver.

What to Expect

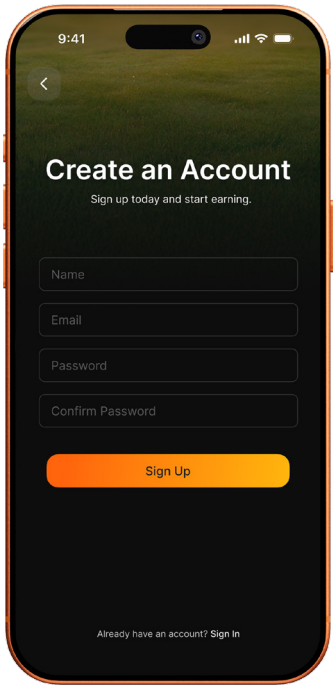
Welcome to the next generation of intelligent energy management. Sunsynk Saver introduces a refined, high-performance UI designed for total system transparency. This version integrates patented AI that actively optimises your energy system, providing a clear window into how machine learning maximises your efficiency. You can now track the impact of these optimisations through real-time data, quantifying your success in monetary and energy values. This manual is your roadmap to the new experience, covering everything from initial account setup to mastering AI-driven analytics and advanced system settings.

Your Journey Set Up at a Glance

Before diving into the steps, here's the full picture of what you'll be doing:

- ### Download the App
  The Sunsynk Saver app is available to download on the Apple App Store (iOS) and Google Play Store (Android).
- ### Create an Account
  Secure your data and personal preferences.
- ### Add Your Plant
  Link your Sunsynk system to the platform.
- ### Configure Your Tariff
  Enable the Conductify AI to start automating your savings.
- ### Activate the AI
  Start your 30-day free trial of the Optimised plan, activating the AI by Conductify.
- ### Start Saving
  Your system will now begin optimising your energy automatically.

> Conductify AI can not optimise Plants without a Sunsynk battery. Approximately 80% of users subscribed to the Optimised plan save up to 80% on their Net Returns.



Create an Account

The Sunsynk Saver app is available to download on the Apple App Store (iOS) and Google Play Store (Android).

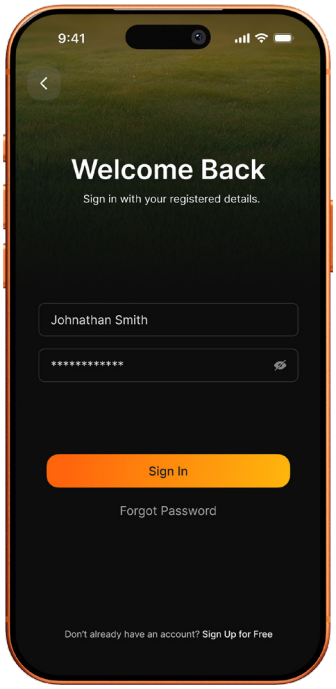
Open the App. You will be greeted with the Welcome screen showing Sign In and Sign Up. Tap Sign Up to get started.

Enter your Name, Email Address, and Password. Confirm your Password, then tap Sign Up.

Read through the Privacy Policy and Terms & Conditions. Tap Accept to finish creating your account.

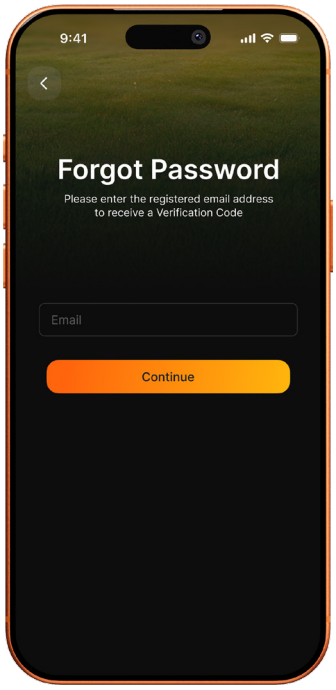
You have now successfully created an account. You can Create a Plant.

> You must agree to the Privacy Policy and Terms & Conditions to continue creating an account.



Sign In & Account Access

If you already have an account, tap Sign In from the Welcome screen. The sections below cover two scenarios depending on whether your account was automatically migrated from Sunsynk Connect.



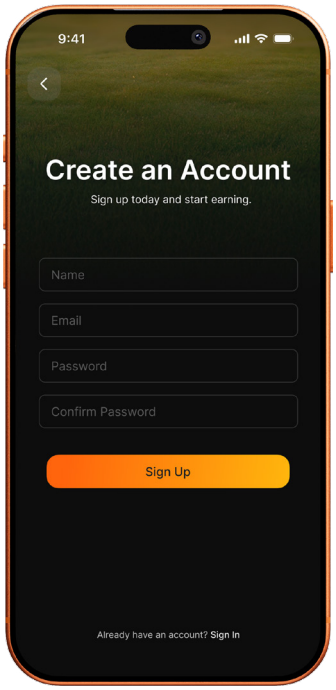
Access Your Account if Pre-Populated

If your Sunsynk Connect account has been migrated to Sunsynk Saver, your plants and Inverter data will already be waiting for you.

Open the app. Enter your Sunsynk Connect email address and Tap Forgot Password. Follow the steps to receive a verification code by email to create a new password.

Login with your new account details. Your plants will appear in your Plant List. When opening a plant, you may be prompted to complete some missing information. Tap Update Plant Details Now and fill in any outstanding fields.

> Only supported inverters will have been migrated.
>
> If a device is missing, visit www.sunsynksaver.com for the full list of compatible inverters.



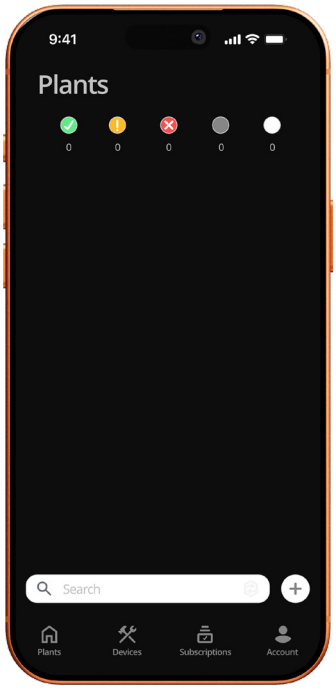
Access Your Account if Not Pre-Populated

If your account was not automatically migrated, or if you are a new user without a Sunsynk Connect account, follow instructions to Create an Account and then proceed to Create a Plant to add your plant manually.

> If you have a Sunsynk Connect account but did not receive a migration email, try signing in with your original email address and selecting Forgot Password to recover access.

Create a Plant

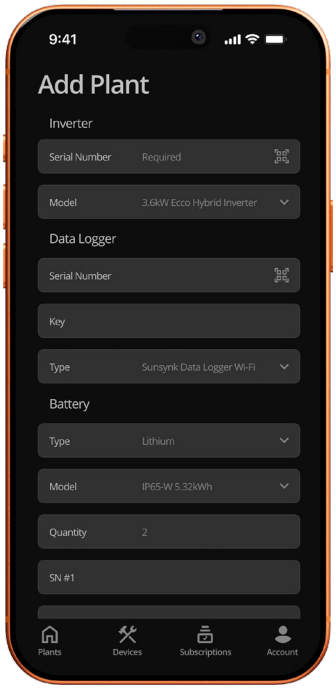
A “Plant” is your energy installation; your Inverter, Battery (if included), Solar Panels, and Tariff settings grouped together. You will need to add at least one Plant to your account before Sunsynk Saver can start monitoring and manage your system. Follow the instructions to create a Plant for properties in the United Kingdom or South Africa.



United Kingdom

> Accuracy is essential. The AI optimisation and comparisons use your Plant data to forecast solar production and calculate financial performance. Incomplete or incorrect information will directly affect the quality of the AI’s recommendation.

From your Plant List, tap + Add, found to the right of the search bar.



Enter your Inverter details: Serial Number and Model which can be found on the label on your Inverter. The Model will auto populate once the Serial Number is validated.

Tap + Add to add a secondary unit in parallel.

Enter your Data Logger details: Serial Number and Key.

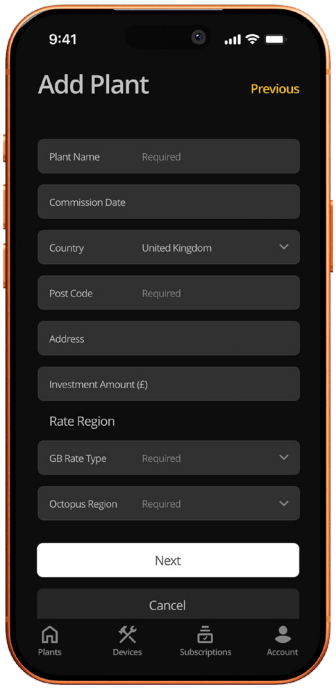
Enter your Battery details: Select your battery Type, Model, and Quantity form the dropdowns.

Enter your Solar PV details. Capacity: the total installed solar in Watts (W).

If you have an EV charger connected to your Sunsynk system, register it here. Sunsynk Saver will factor your EV Charging demand into its daily energy plan.

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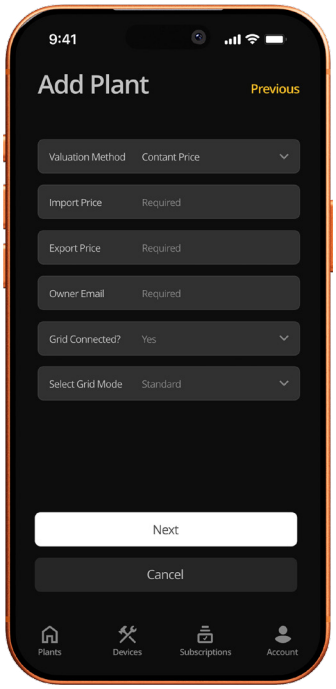
Enter your Plant Details:

- Plant Name. Example: “My Home”
- Owner’s Email
- Commission Date
- Country. Select United Kingdom
- Post Code. Needed to allow the AI to source weather forecast from the nearest station.
- Investment Amount (£). Needed to calculate your Payback Period and ROI.

Configure Your Tariff (Rate Region):

- Smart Tariff. Example: Agile Octopus, Octopus Flux
  Select and select your rate type.
- Standard Tariff.
  Select Constant and enter rates manually.
- Time-of-Use.
  Select Daily Variable Rates and enter time slots.

> Tariff information must match the details provided by your energy retailer. This is critical for accurate AI optimisation decisions.



Configure Your Grid Settings

Set the following:

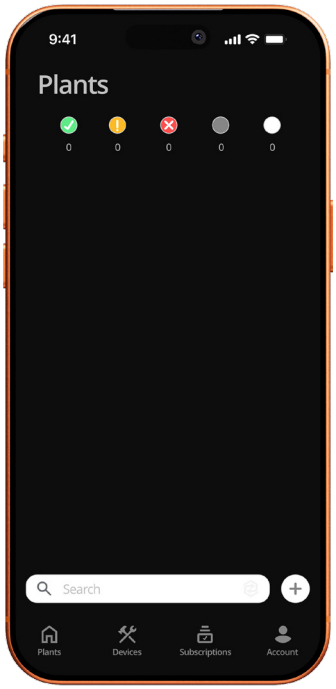
- Grid Connected.
  Confirm whether your system is connected to the grid.
- Grid Mode.
  Select Standard unless advised otherwise by your installer.

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Complete your Solar PV information:

- MPPT.
  Include the number of solar panels connected to each MPPT input.
- VOC / ISC / IMP.
  Found on your solar panel datasheet.

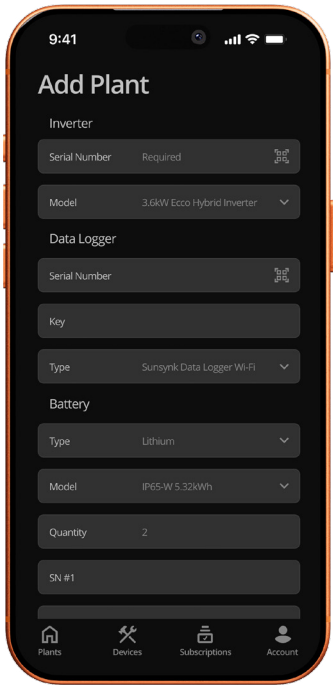


South Africa

> Accuracy is essential. The AI optimisation and comparisons use your Plant data to forecast solar production and calculate financial performance. Incomplete or incorrect information will directly affect the quality of the AI's recommendation.

From your Plant List, tap + Add, found to the right of the search bar.

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Enter your Inverter details: Serial Number - found on the label on your Inverter - and Model. The model will auto populate once the serial number is validated.

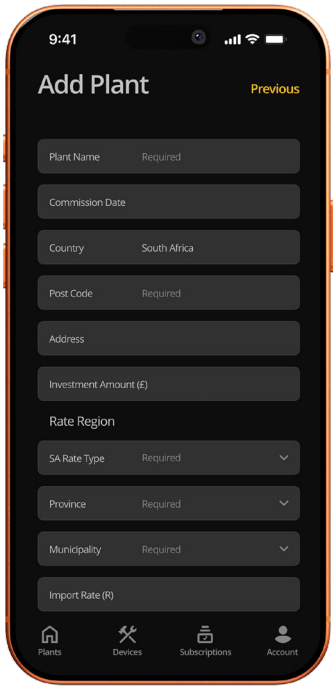
Tap + Add to add a secondary unit in parallel.

Enter your Data Logger details: Serial Number and Key.

Enter your Battery details: Select your battery Type, Model, and Quantity form the dropdowns.

Enter your Solar PV details: Capacity - the total installed solar in Watts (W).

If you have an EV charger connected to your Sunsynk system, register it here. Sunsynk Saver will factor your EV Charging demand into its daily energy plan.



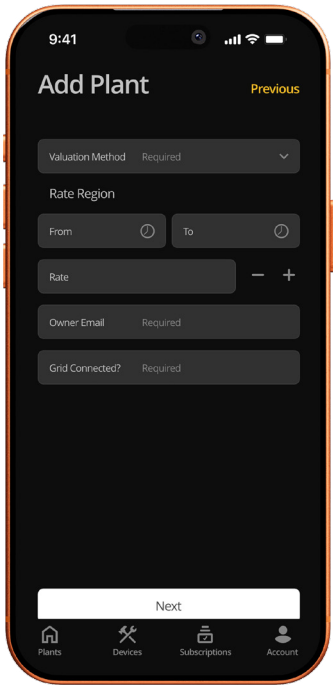
Enter your Plant Details:

- Plant Name. Example: “My Home”
- Owner’s Email
- Commission Date
- Country. Select South Africa
- City. Needed to allow the AI to source weather forecast from the nearest station.
- Investment Amount (£). Needed to calculate your Payback Period and ROI.

Configure Your Tariff (Rate Region):

- SA Rate Type.
  Select from the dropdown.
- Province.
  Select from the dropdown.
- Municipality. Associates your Plant with the correct Eskom area for load-shedding schedules.
  Select from the dropdown. Associates your Plant with the correct Eskom area for load-shedding schedules.
- Suburb.
  If available, select from dropdown.
- Import/Export Rate (R).
  Enter manually as a constant rate or as time-of-use slots, as applicable for your municipality and/or estate.

> Tariff information must match the details provided by your energy retailer. This is critical for accurate AI financial decisions.



Complete your grid information.

- Grid Connected.
  Confirm whether your system is connected to the grid.
- Grid Mode.
  Select Standard unless advised otherwise by your installer.



Complete your Solar PV information.

- MPPT.
  Include the number of solar panels connected to each MPPT input.
- VOC / ISC / IMP.
  Found on your solar panel datasheet.

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You’re Ready

What Comes Next

With your Plant set up, Sunsynk Saver will begin pulling live data from your system.

Overview
Understand your energy dashboard and what each tile shows you.

AI Insights
Dive into your AI Insights and learn what the charts mean.

Activate AI
Start your 30-day free trial and begin optimising your energy.

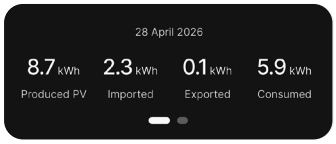
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Overview

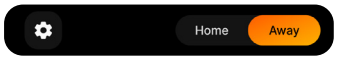
Your Energy Dashboard

The Overview is the central hub of your Plant in Sunsynk Saver. It gives you a real-time picture of your system's performance and the financial value it is delivering. Everything from live solar generation to battery state and grid trading activity is visible at a glance.









Daily Total

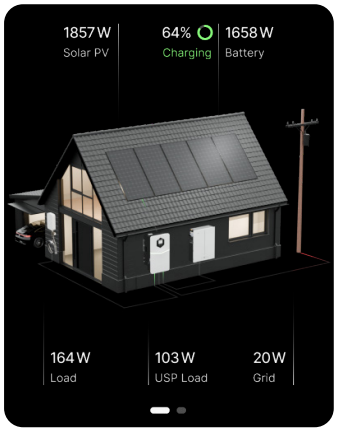
This tile shows the total energy across six categories; Produced PV, Grid Imported, Grid Exported, Consumed by Load, Battery Charged, and Battery Discharged.

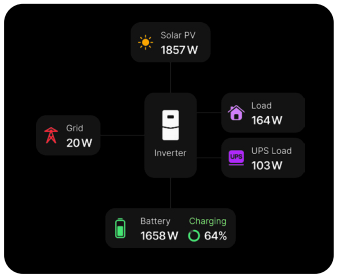
Quick Settings

Quick settings gives you fast access to your most-used system controls, directly from the Overview.

Away Mode

Away Mode is designed for times when you will be away from your property. It switches the AI from your casual energy plan to one suited to a property using little power.





Live Energy Flow

The Live Energy Flow section shows your system's activity in real-time. You can swipe between two views.

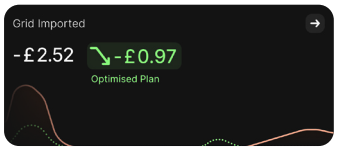
- 3D View
  An animated house diagram showing energy flowing between your Solar PV, Battery, Grid, UPS Load, and Load. Each source is labelled with its current wattage.
- 2D View
  A simplified diagram for a quick, clean summary of the same data.

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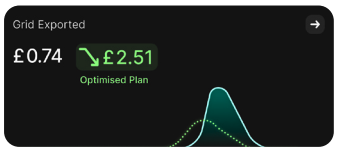
Energy Insights

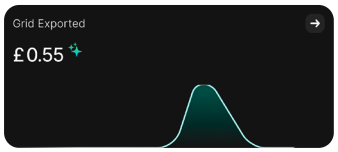
The Energy Insights section gives you a breakdown of how your energy was used. Toggle between monetary value and kWh for energy metrics. Four tiles summarise your energy performance. Tap any tile to open a detailed breakdown in AI Insights.

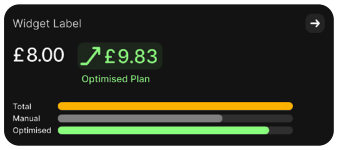
When the plant is on the Manual plan and the AI is not active, each tile shows two values. The larger value is the result of manual system settings. Whereas the green value beneath would have been the result if your plant was on the Optimised plan, activating the AI.



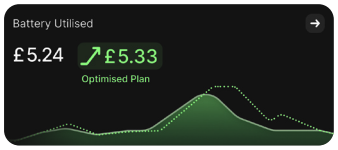


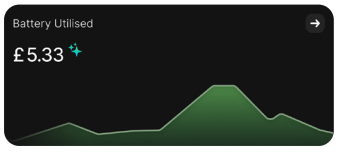












- Grid Imported

The total energy purchased from the grid. Financially, a lower cost reflects greater savings, while a lower kWh value reflects greater success offsetting more of your demand, meaning you relied less on external power from the grid and achieved higher energy independence.

- Grid Exported

The total energy sold back to the grid. Financially, it represents the returns generated from selling surplus power back to the grid, while the kWh reflects the energy exported back to the grid.

- Solar Utilised

The value of solar energy powering your property and charging your battery (if included).

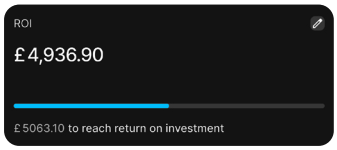
- Battery Utilised

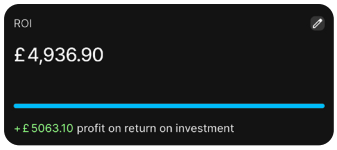
Value of stored energy discharged to meet your property's demand.

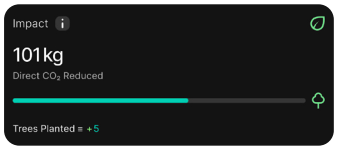
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Your Returns & Impact

Tracks your cumulative financial performance and environmental contribution since date of commission







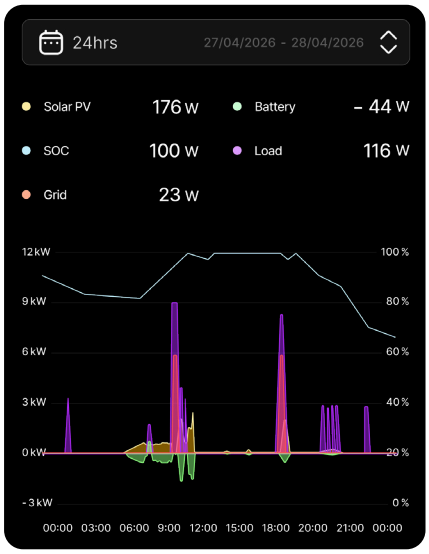
- ROI

  The total returns your system has generated. The progress bar shows the percentage of a complete payback. Below shows the remaining value left to achieve a full return on investment, or how much profit has been made from your system.

- Impact

  Direct CO_2 Reduced.
  Measured in kg, the carbon equivalent of the clean solar energy your system has generated and stored. Does not rely on indirect carbon offset arrangements.

  Trees Planted.
  A real-world equivalent shown alongside your CO_2 value, giving you a tangible sense of the environmental contribution your system is making every day.



Your System

The System Operation Graph gives a view of your system's activity. View your system's historical data by Day, Month, or Year by selecting a custom range from the Day & Time picker. Tap any point on the graph to see the exact values at that moment in time.

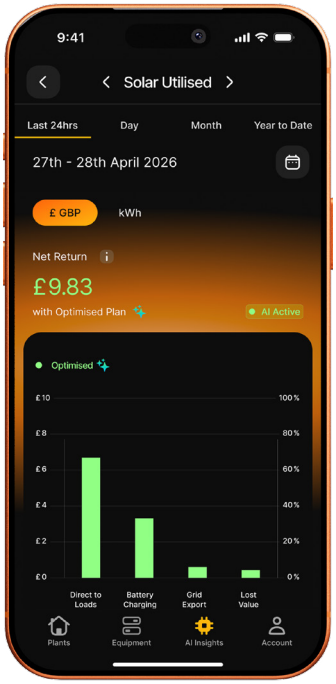
- Solar PV
- Load
- Grid / Import
- Export
- SOC / Discharge
- Charge
- Battery

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AI Insights

AI Insights is where Sunsynk Saver truly comes into its own. Tap AI Insights in the bottom navigation bar to access detailed breakdowns of your three core energy metrics. Alternatively, tap the corresponding tile in your overview page. Each screen shows what your system truly did. Additionally, If the plant is performing from manual controls and AI is not active, the screens show what the AI would have achieved on your behalf.



Solar Utilised

This screen shows how every kWh or monetary value of solar energy generated was put to work. The bar chart breaks the solar produced into four categories. When the system is performing on manual controls, each category displays two comparative bars to show how the AI would optimise your produced solar PV.

- Direct to Loads
  Energy produced from solar that went straight to powering your property.
- Battery Charged
  Energy produced from solar stored in your battery for use later in the day, typically during the evening when generation stops.
- Grid Export
  Surplus energy produced from solar sold back to the grid at the export rate. The AI targets peak rate periods to maximise revenue.
- Lost Value
  Energy produced from solar that could not be used or stored. AI works to minimise the lost value by optimising the parameters above.

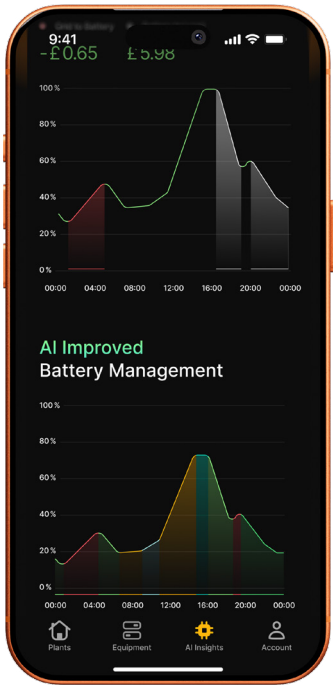
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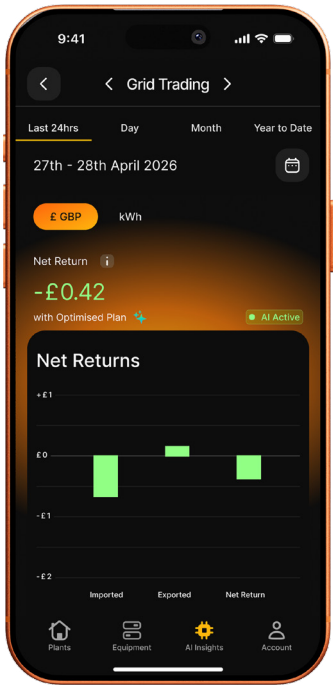
Battery Utilised

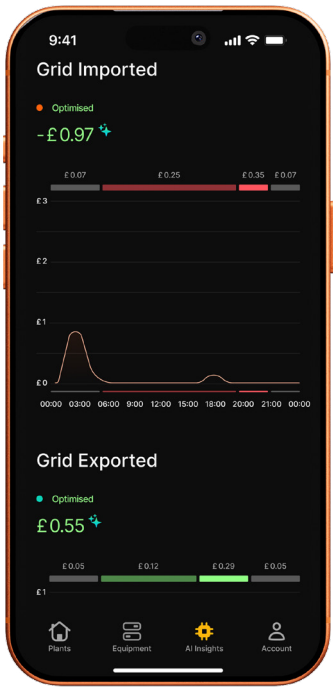
This screen shows the kWh or monetary value of your battery SOC. As well as how your battery was charged and discharged throughout the day. When the system is performing on manual controls, the Battery Management graph displays two comparative values to show how the AI would optimise your produced solar PV.

- Grid to Battery
  Value of grid energy to charge the battery. Expenditure shown as a negative value. Think of it as an investment: buying energy when cheap to save or sell later.
- Battery to Load
  Value of battery energy discharged to power your property, avoiding the need to by grid energy at peak rates.
- AI Improved Battery Management
  When system is performing on manual controls, this graph shows the optimised values by AI from the graph above. When subscribed to the Optimised plan, the comparisons are removed. The graph displays how the AI methods to optimise your battery performance throughout the day.



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Grid Trading

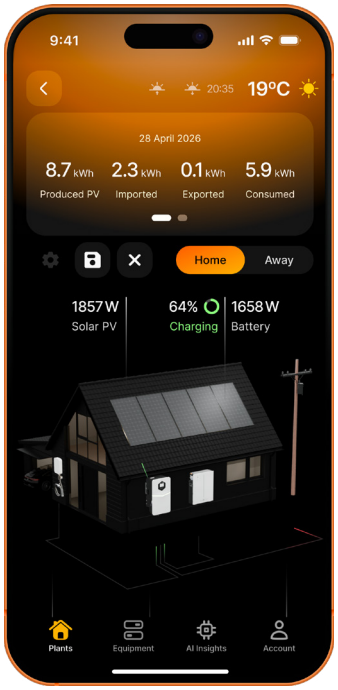
This screen shows the kWh or monetary value of your Import and Export activity. In addition to the tariff rates throughout the day. When the system is performing on manual controls, this screen displays two comparative values and line graphs to show how the AI would optimise your Import and Export activity.

- Net Returns
  Bar chart showing Imported, Exported, and Net Return side-by-side. A positive Net Return means you earned more from exporting than you spent on importing that day.
- Grid Imported
  Cost profile of energy purchased throughout the day. The rate band at the top shows high (saturated red), standard (desaturated red), and low (grey) tariff periods. The AI targets low-rate windows for charging.
- Grid Exported
  Revenue profile of energy sold to the grid. The rate band at the top shows high (saturated green), standard (desaturated green), and low (grey) tariff periods. The AI targets high-rate periods for selling surplus energy, maximising your export income.

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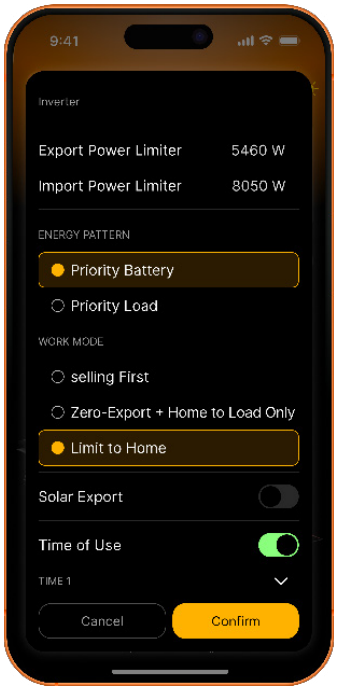
Quick Settings

Quick settings gives you fast access to your most-used inverter, battery, and EV charger controls directly from the Overview, without leaving your dashboard.



Open Quick Settings

To open quick settings, tap Settings on the left-hand side of the Overview screen. Four options will appear with a bouncing animation. Select an option to view its settings.

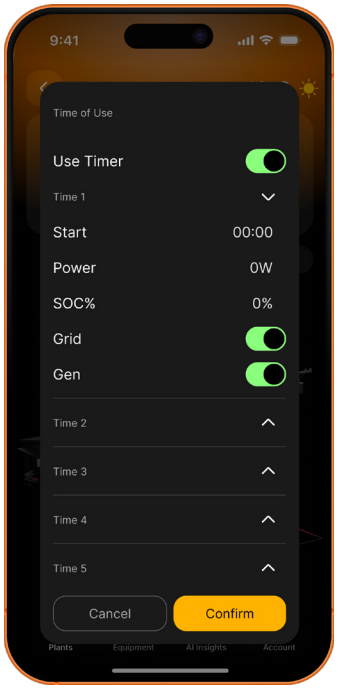


Inverter

Tap the inverter to open the inverter settings pop-up.

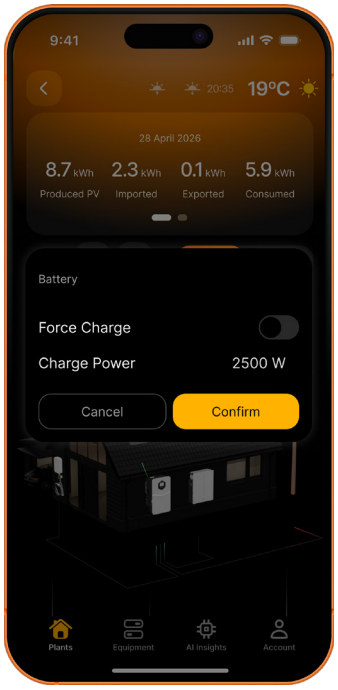
- Export/Import Power Limiter
  Displays the export and import power limits set on your inverter. These values cannot be changed in Quick Settings.
- Energy Pattern
  Choose whether to prioritise your battery or supplying power to your property. Select Priority Battery or Priority Load.
- Work Mode
  Choose how your system exports energy. Select Selling First, Zero-Export + Limit to Load Only, or Limit to Home.

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- Solar Export
  Use this toggle to enable or disable the export of solar energy.
- Time of Use
  Adjust your time-of-use timers, set your battery's target State of Charge (SOC), and choose whether to charge from the Grid or a Generator.

Tap Confirm to save your changes, or Cancel to close without saving.



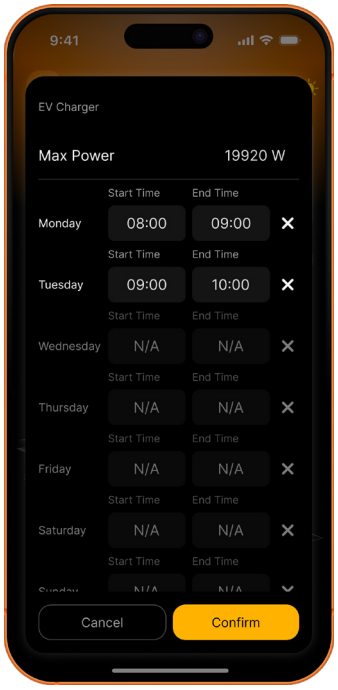
Battery

Tap the battery to open the battery settings pop-up.

- Force Charge
  Charge your battery to 100%, Force Charge switches off automatically once the battery reaches full charge.
- Charge Power
  Displays the maximum power set for charging your power. This value is greyed out in Quick Settings, and can only be changed in Advanced Settings.

Tap Confirm to save your changes, or Cancel to close without saving.

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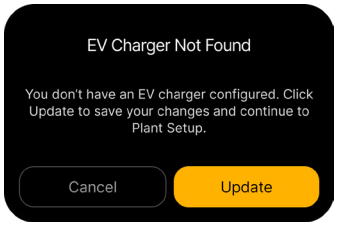
EV Charger

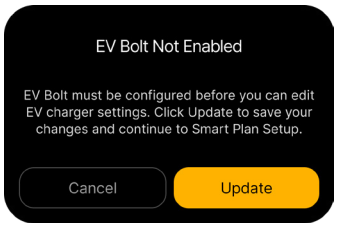
Tap the EV charger to open the EV charger settings pop-up.

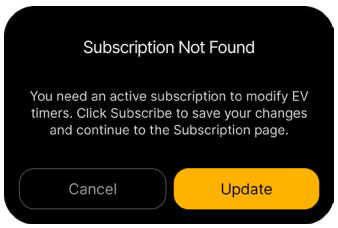
If your EV charger is configured and EV Bolt-On is enabled, a table will appear where you can enter or update your charging Start Time and End Time for each day. The AI uses these times to plan around your EV charging and make the best use of your Plant set up.

Tap Confirm to save your changes, or Cancel to close without saving.

> To set up your EV charger and enable EV Bolt-On, see Basic settings - EV Charger Configuration.







If something is missing, a pop-up will appear to let you know.

- EV Charger Not Found
  No EV charger has been configured. Tap Update to continue to your Plant Setup.
- EV Bolt Not Enabled
  EV Bolt-On must be enabled before you can edit your EV charger settings. Tap Update to continue to your Smart Plan Config.
- Subscription Not Found
  An active subscription is needed to modify EV timers. Tap Subscribe to continue to the subscription page.

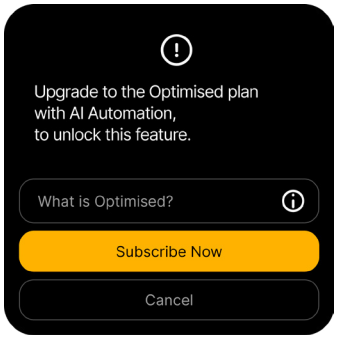
Away Mode

Away Mode is designed for times when you will be away from your property for more than two days, such as a holiday. It switches the AI from your casual energy plan to one suited to a property using very little power.

The AI learns your property's energy use patterns and plans your battery usage around them. Without Away Mode, it may learn the lower energy usage while you are away as your new routine, then take three to five days to relearn your normal patterns when you return.

Away Mode preserves your usual patterns, allowing the AI to resume planning around your normal routine from the day you return.

> You do not need the use Away Mode for shorter periods, such as a day at work or an evening out. The AI already accounts for these in your usual routine.

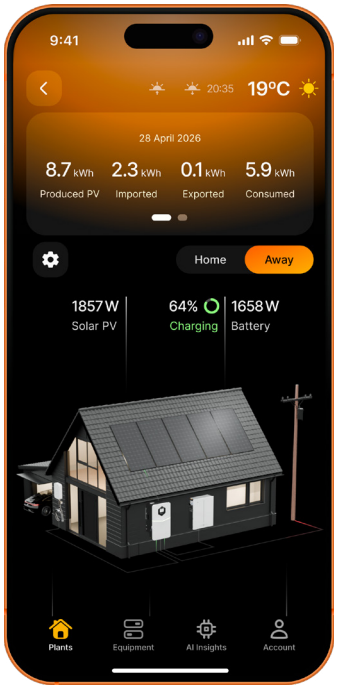


Subscription Required

Away Mode is available to Plants subscribed to the Optimised plan only.

If you select Away Mode without a subscription, a pop-up will explain the benefits of the Optimised plan and provide a link to subscribe.

> To subscribe, see Activating Your AI Optimisation

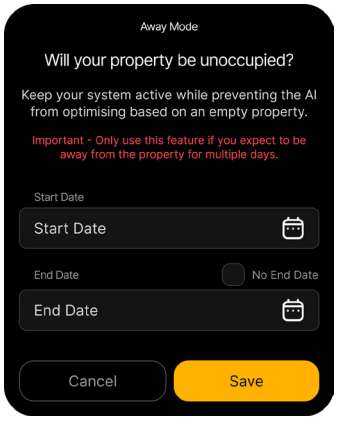


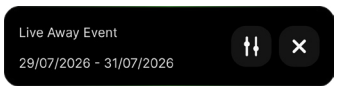
Set Up Away Mode

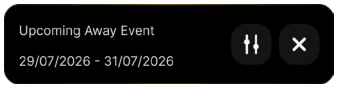
From the Overview, select Away Mode at the top of the screen.

Enter your departure and return dates in Start Date and End Date. If you do not know when you will return, tick the No End Date box. Tap Save.

An Away Mode banner will appear on your Overview showing your dates. It displays as an Upcoming Away Event until your departure date, than as a Live Away Event while you are away.







Change Your Dates

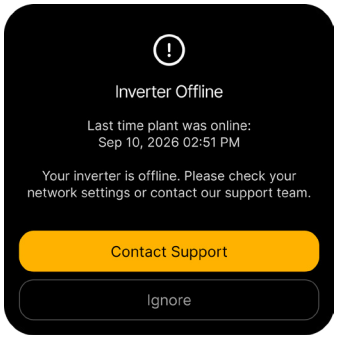
Select Configure on the Away Mode banner to update your dates.

End Away Mode

Select Home, or tap ✕ on the Away Mode banner.

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Inverter Offline Notification

If your inverter loses its connection, you will receive a push notification. A reminder will also appear on your Plant Overview and remain there until the inverter reconnects.

The reminder shows the last time your Plant was online. Tap Contact Support for help, or Ignore to dismiss.

> A brief interruption, such as a router restart, may trigger an alert even if the connection is quickly restored. If you receive an alert, check your router and your inverter's Wi-Fi connection first, as it may be a temporary connection issue.

Unsubscribed vs Subscribed

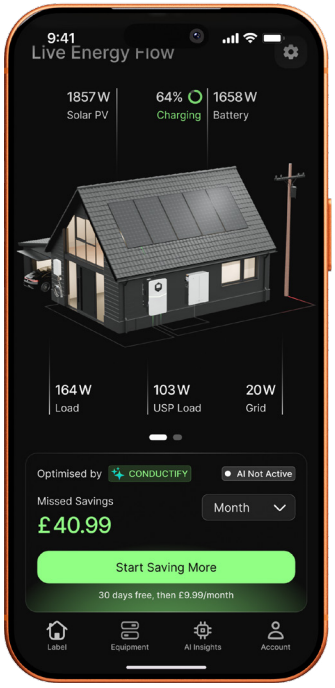
What Changes & Why?

Understanding what changes when you activate the AI helps you get the most out of the subscription. Here is what each state looks like across the app:

Data Category	Unsubscribed	Subscribed
Overview		
Daily Total	-	-
Live Energy Flow	-	-
Optimised by CONDUCTIFY Tile	• "Missed Savings" from Optimised plan shown. • Start Saving More prompt with 30-day free trial offer.	• "Total Net Grid Traded" shown. • AI Active badge. • Up Next scheduled action (e.g. Charge Battery to 80%).
Energy Insights	• Manual plan values and Optimised plan estimate shown side-by-side for each tile.	• Optimised values only resulting from AI optimisation.
Your Returns & Impact	-	-
System Overview	-	-
Quick Settings - EV Charger	• Subscription Not Found pop-up shown with a link to subscribe.	• Enter and update
Away Mode	• Optimised plan pop-up shown with a link to subscribe.	• Away Mode available.
AI Insights		
Net Returns	• Manual Net Returns shown alongside Optimised estimate.	• Optimised Net Returns only resulting from AI optimisation.
Graphs & Charts	• Both Manual and Optimised values and lines shown for comparison. • Start Saving More prompt with 30-day free trial offer.	• Optimised values and lines only resulting from AI optimisation.

Activating Your AI Optimisation

Sunsynk Saver's AI optimisation is available as a subscription. You can start with a 30-day free trail to the Optimised plan with no commitment required. After the trial period has ended, the subscription continues with a monthly charged. Visit www.sunsynksaver.com for further details, including pricing and benefits.



How to Subscribe for AI Optimisation.

There are two ways to subscribe a Plant to the Optimised plan, activating the AI.

Select your Plant you want to active the AI on. From the Overview, tap Active Now located on the Optimised by CONDUCTIFY tile. Alternatively, on your Plant List, tap Subscriptions in the Nav Bar at the bottom of the screen.

Select the Plant you want to optimise with AI and tap Start Free Trial.

The Set Up Wizard will open. Answer a few quick questions about your system. The Wizard will automatically select the best AI mode for your setup. AI Set Up Wizard Walkthrough.

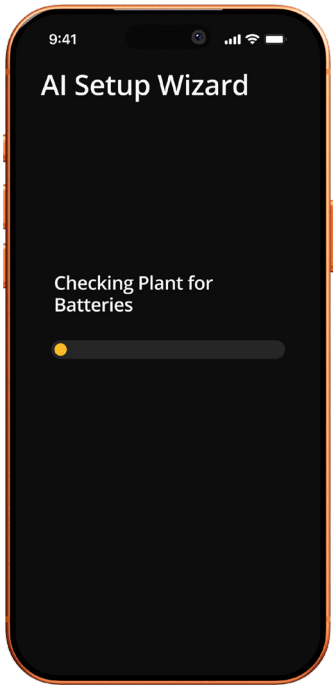
Tap Upgrade Now to begin your 30-day free trial. Billing starts immediately after 30 days and continues every month until cancelled.

> Only users with Owner or Manager access to a Plant can subscribe to the Optimised plan. Users with Viewer-only access cannot subscribe or start a free trial.

> Only Plants with an installed Sunsynk battery are eligible to subscribe to the Optimised plan.

AI Setup Wizard Walkthrough

The AI Setup Wizard guides you through a short configuration process before your trail begins. Here is what to expect at each step:



Checking your Plant

The Wizard scans your Plant configuration to confirm batteries are registered and your system is eligible for the Optimised plan and ready for AI optimisation.



Grid Connection

The Wizard determines whether your system is connected to the grid.

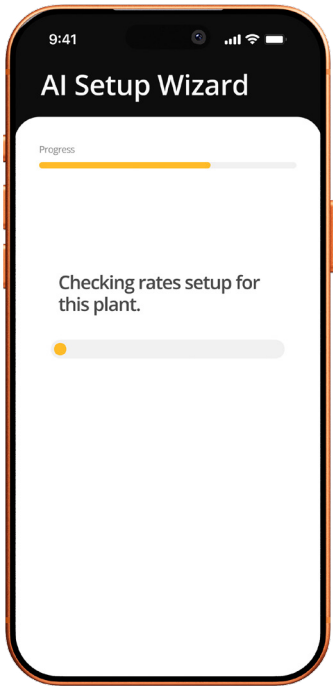
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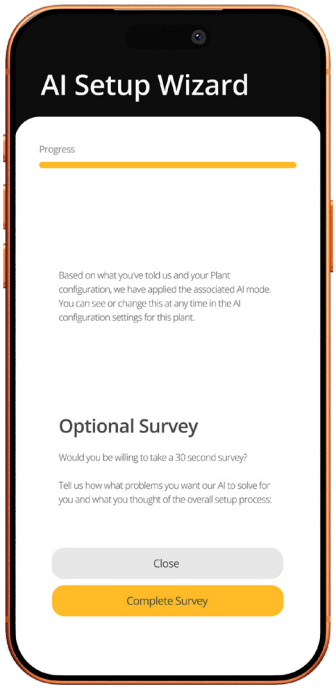
Export Restrictions

The Wizard checks if there are any prohibitions on selling back to the grid. If yes, this will stop optimising the export plan.



Rates Check

The Wizard verifies your tariff setup and configures the most appropriate AI Mode automatically based on your answers.



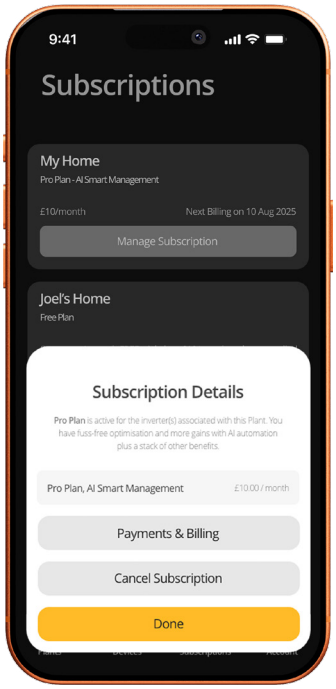
A short survey is presented at the end of the Wizard. This helps the Sunsynk Saver team improve the AI for your use case. Tap Complete Survey to contribute or Close to skip.

One the Wizard has configured the suitable AI operation mode for you, tap Start Free Trial.

Your subscription is now activated.

Sunsynk Connect - Constant Price

After completing the AI Setup Wizard, you must log into the Sunsynk Connect portal at www.sunsynk.net and enable Constant Price. If the system remains set to Live Pricing or Time-of-Use, these settings will override the AI configuration and prevent it from working correctly. Please also avoid making any manual changes within the portal, as this may interfere with the AI settings.



Cancelling Your Subscription

To cancel a subscription for a Plant, in your Plant List, tap Subscriptions in the Nav Bar at the bottom of the screen.

Tap Manage Subscription, then Cancel Subscription. Your AI optimisation will remain active until the end of the current billing period.

Cancelling during the free trial period will stop billing entirely and you will not be charged.

How Conductify AI Works

The Core Idea - Intelligent Self Consumption

CONDUCTIFY AI's primary goal is to deliver reliable energy 24/7 using the minimum possible grid energy, at the lowest overall cost. It does this by planning ahead, not just reacting to what is happening now.

Every evening, the AI builds a personalised charge plan for the next day. This plan is sent directly to your inverter overnight, ready to execute automatically.

What the AI Monitors

Weather Forecasts

Predicts how much solar your panels will generate tomorrow, based on irradiance data for your exact location.

Consumption History

Learns your property's demand patterns over time, predicting how much power you will need and when.

Energy Tariff Rates

Integrates our current tariff, including dynamic rates like Agile Octopus, to know how exactly when electricity is cheapest to buy and most valuable to sell.

Battery State

Monitors your batter's state of charge and health to plan cycles that protect long-term battery life while maximising performance.

What the AI Does Each Day

Forecasts Tomorrow's Solar Production

Calculates how much solar you will produce and whether you will have a surplus or a deficit, based on tomorrow's weather forecast.

Plans Battery Charge & Discharge

Decides when to charge your battery from the gird at the cheapest rate, and when to discharge it to your property to avoid expensive peak rates.

Optimise Grid Export Timing

If you can export to the grid, it plans exactly when to sell surplus energy, targeting the highest available rate periods to maximise your export returns.

Minimises Grid Imports

Buys only the minimum grid energy needed to keep your property powered through periods of low solar and low battery, reducing your energy costs automatically.

AI Modes

The AI Setup Wizard selects the best Mode for your Plant automatically. Here are the Modes and what each do:

Mode 0: Intelligent Self-Consumption

No Grid Selling

All core AI benefits; Smart Charging, Demand Forecasting, and Battery Health Management. Does not sell energy to the grid. Required in regions where grid export is prohibited, such as certain Eskom areas in South Africa.

Mode 1: Self-Consumption & Grid Trading

Constant Rates

Adds grid selling once your battery is fully charged. Best for systems on fixed-rate tariffs with no Time-of-Use pricing.

- Highest Returns

Mode 2: Self-Consumption & Grid Trading

Variable Rates

If you can export to the grid, it plans exactly when to sell surplus energy, targeting the highest available rate periods to maximise your export returns.

Mode 3: Scheduled Grid Trading Only

No Demand Forecasting

Automates Grid Trading aligned to tariff timeslots only. No demand forecasting or energy security management. Best suited to “No Loads” installations.

Safety Notice

Do not select a mode with selling if Grid Export is not supported by your Plant or authorised by your grid supplier. The AI Setup Wizard handles this selection automatically.

Remote Access Requirement

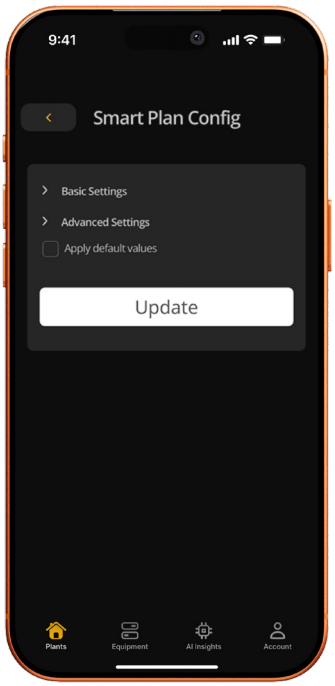
For the AI to function correctly, your inverter must have Remote Access enabled at all times. The Sunsynk factory default has this enabled, but it may have been changed by you or your installer.

How to Check

Navigate to your inverter's LCD display and confirm that Remote Access is set to On. Without this, the AI cannot send charge plans to your inverter and optimisation will not function.

AI Configuration and Setup

In order for the AI to be able to function as designed, it is essential you ensure your inverter has ”remote access” enabled at all times. The Sunsynk factory default setting has “remote access” enabled, but it could have been changed by you or your installer. This setting can be found and set via the Inverter LCD. Please double check this setting to avoid associated problems with operation of the AI optimisation.

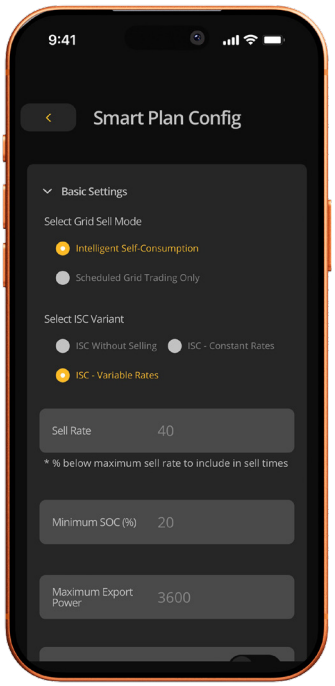


Accessing the AI Configuration

Tap more ••• next to the plant and then select Change AI Config.

You will see two options of Basic Settings and Advanced Settings.

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Basic Settings

> These settings affect automation and AI mode behaviour. Mode selection should be based on your plant setup, tariff structure, and preferences.

These settings affect automation and AI mode behaviour. Mode selection should be based on your plant setup, tariff structure, and preferences.

To achieve the greatest optimisation benefits and returns, select the AI Mode that best matches your system and requirements. Where permitted, modes that enable energy export typically provide higher gains. If grid selling is not allowed by regulation or your utility, do not select a mode that requires this capability.

ISC – Variable Rates generally offers the highest optimisation potential and associated benefits.

Select Grid Mode

Intelligent Self Consumption (ISC)

> Core Benefits of Predictive AI | Intelligent Self-Consumption
>
> There are three different variants of Intelligent Self-Consumption that you can choose from. All delivering reliable 24/7 energy with minimal grid usage, lower costs, improved battery health, and reduced CO_2 emissions.

The AI learns, predicts, and automates the use of solar generation and battery capacity, prioritising on-site demand. It purchases only the grid energy needed to balance supply and demand and sells only surplus energy that cannot be used or stored.

Using site data and weather forecasts, it accurately predicts daily energy deficits and surpluses. This controlled approach to grid trading maximises the value of your on-site energy assets and goes beyond simply using time-of-use tariffs.

The AI also applies time-shifting techniques to optimise when energy is bought, sold, and stored, helping maintain energy availability, navigate ESKOM load-shedding, and take advantage of variable grid rates where applicable

By addressing solar intermittency and reducing grid dependence, Intelligent Self-Consumption improves energy security and maximises the performance of your Sunsynk system with no manual intervention required.

Select ISC Variant

- ISC Without Selling

  Provides the core benefits of AI-driven energy management with quantity-controlled grid purchasing. Energy imports may be time-shifted to lower-cost periods depending on the tariff structure.

  In this mode, surplus solar energy that cannot be used or stored cannot be exported to the grid. This is required in regions where grid selling is prohibited, such as some ESKOM areas in South Africa. As a result, returns may be lower than in other modes that can also generate value through energy exports.

- ISC – Constant Rates

  Provides the core benefits of AI-driven energy management and exports surplus energy once the battery is fully charged. Energy is sold when available rather than at AI-optimised times.

  As constant-rate tariffs have no low- and high-cost periods, there is no benefit from AI time-shifting of grid trading.

- ISC – Variable Rates

  Provides the core benefits of AI-driven energy management with quantity-controlled grid trading. The AI predicts energy needs and optimises when to buy and sell grid energy for maximum value.

  Designed for variable-rate and supported dynamic tariffs, it automatically adapts to changing rates. Dynamic tariffs typically offer the greatest financial opportunity, making Mode 2 the best option where available.

- Scheduled Grid Trading Only

  This mode does not provide the core AI benefits, such as minimising grid usage, planning for energy demand, or managing energy security.

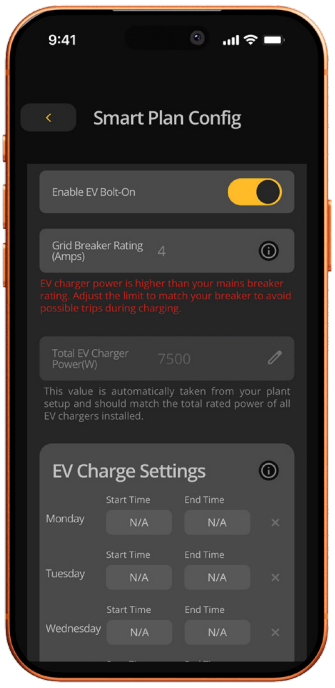
  Instead, it automates grid trading based on tariff periods, charging the battery during low-rate periods and discharging it during high-rate periods. It is best suited to installations with no connected loads.

For systems with connected loads, financial benefits may be limited depending on energy demand and tariff differences. Users looking to optimise energy security and grid trading should consider ISC – Variable Rates.

- Sell Rate
  Set the percentage below the maximum sell rate that will be included in sell times

- Minimum SOC%
  This is the minimum SOC that you would allow your battery to discharge to. The recommended setting is 20%.

- Maximum Export Power
  The maximum power your plant is allowed to export your grid energy.



Basic Settings - EV Charger Configuration

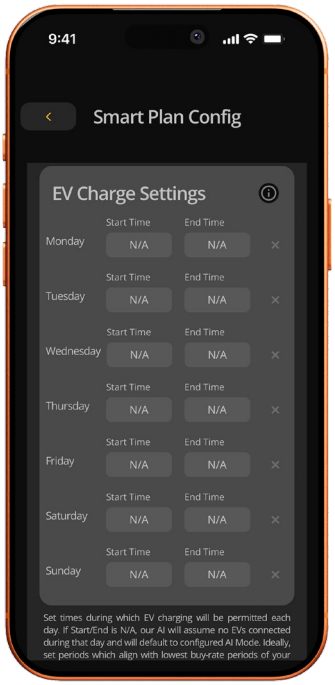
- Enable EV Bolt-On

  If you have a EV charger, you must enable the EV Bolt-on in order for the AI to take into account the EV charge plan that you have set up. This will allow the AI to create a charge plan based around these time slots for the rest of the day.

- Grid Breaker Rating (Amps)

  If you have enabled EV Bolt-on then set this to match the amp rating of your main grid breaker, commonly found on the label of the main breaker in your consumer unit/distribution board (e.g. 60A, 80A, 100A)

This ensures the Inverter, Batteries and EV Charger do not draw more power from the grid than the breaker can safely supply, avoiding breaker trips.

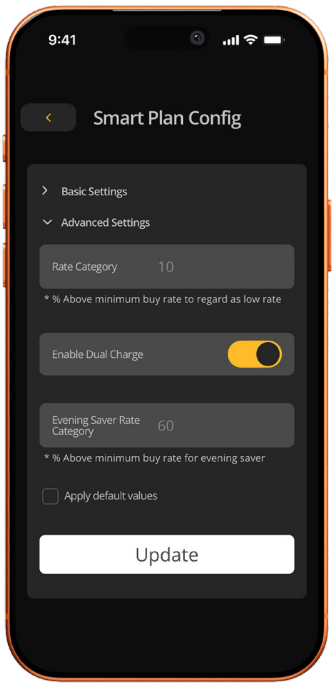


- Total EV Charger Power

  This value is automatically taken from your plant setup and should match the total rated power of all EV Chargers installed.

- EV Charge Settings

  For the AI to function properly, you must ensure all EV chargers remain set to charge only within the Daily Charge Periods as configured.



Advanced Settings

- Rate Category Percentage

  Set the percentage above the minimum buy rate that will be considered a low rate

- Enable Dual Charge

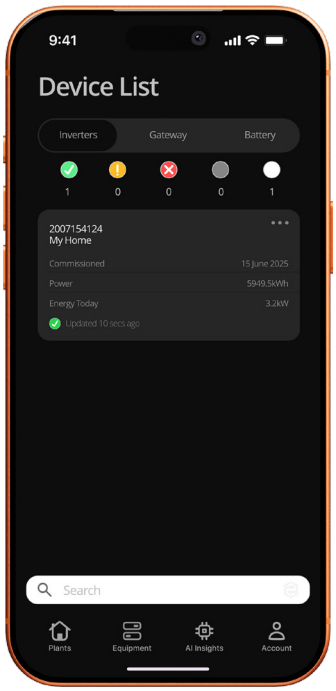
  Enable the AI to perform a second charge during the day at low/medium rates.

- Evening Saver Rate Category

  Set the percentage above the minimum buy rate that will be considered for the Evening Saver rate.

Equipment & Settings

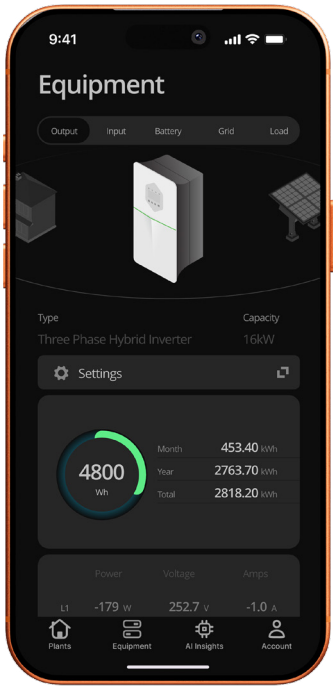
The Equipment section gives you direct access to your inverter, battery, and Data Logger, with live readings and full access to device settings from one place.



Navigating the Equipment Page

Tap on Equipment in the bottom Nav Bar. This opens your Device List, showing all equipment registered to your Plant.

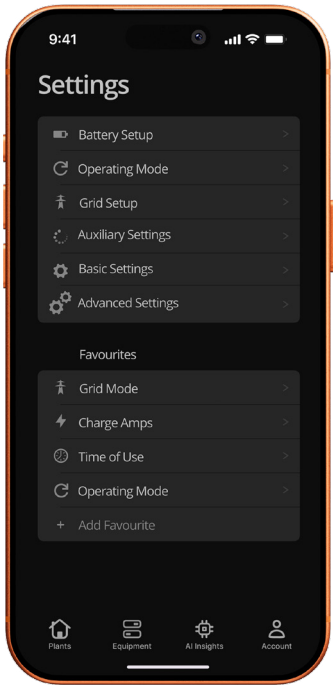
Select a device type via the toggle at the top of the page. Choose between Inverters, Gateway, or Battery and tap ••• next to the device and select Settings to access device configuration.



Alternatively, tap the specific device you want to view. The device page shows live Output, Input, Battery, Grid, and Load data. Select settings to access device configuration.

Contact our sales team on **0151 832 4300**
or email **sales@sunsynk.com**

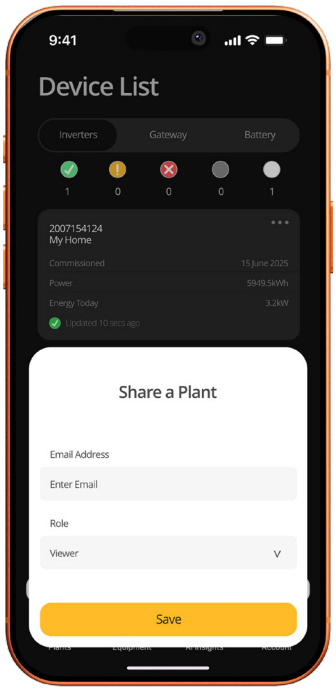
For support visit
www.sunsynk.com/support



Settings Menu

A favourites section at the top lets you pin your most-used settings for quick access. The Settings menu is organised into the following categories:

- Battery Setup
- Operating Mode
- Grid Setup
- Auxiliary Settings
- Basic Settings
- Advanced Setting



Sharing a Plant

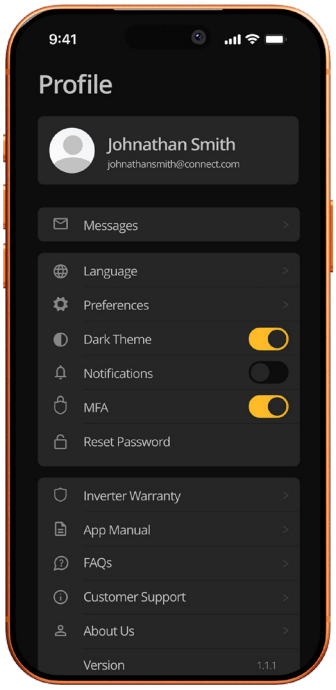
You can give other users access to your Plant. This is useful for installers, family members, or energy managers who need to monitor or adjust your system.

From your Plant List, tap ••• next to your plant you want to share and select Share.

Enter the user's email and select their Role.

- Viewer: Read-only access. Cannot change Settings or activate subscriptions.
- Manager: Can change settings and activate subscriptions.

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Account Settings

Language

Choose by selecting Language and choosing your preferred language from the list.

Theme

Choose by toggling Dark Mode on or off. Dark Mode is recommended for the best visual experience.

Notifications

When enabled, you will receive push notifications for system alerts, charge plan updates, and other important events related to your Plant.

Multi-Factor Authentication

When enabled, you will be required to verify your identity with a second factor each time you sign in. Strongly recommended for accounts with Manager or Owner access.

Reset Password

Tap Reset Password. A verification code will be sent to your registered email address. Enter it in the app and set a new password.

> If you cannot access your registered email address, contact Sunsynk support at support@sunsynk.com.

Sign Out

Tap Sign Out. You will be returned to the welcome screen. Your Plant data and settings are saved automatically. Nothing is lost when you sign out.

Privacy Policy and Terms & Conditions

Sunsynk Saver is committed to protecting your personal data and being transparent about how it is used. You can review the full Privacy Policy and Terms & Conditions at any time within the app.

Accessing Your Legal Documents

You can find our full legal and data protection guidelines directly on our website. To review how we collect, store, and safeguard your personal information, please visit our Privacy Policy at www.sunsynksaver.com/privacypolicy. For details regarding account usage, user responsibilities, and service guidelines, you can read our complete Terms & Conditions at www.sunsynksaver.com/termsandconditions. We encourage you to review both documents to fully understand your rights and commitments while using our services.

> The Privacy Policy and Terms & Conditions are presented during account creation and must be accepted before the account is activated.

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