



## Application Note – How to add, delete and replace devices through the post-sales service on mySigen App

### ! **Revision History**

Version 1.0, August, 2024 – Initial release

### ! **Technical Description**

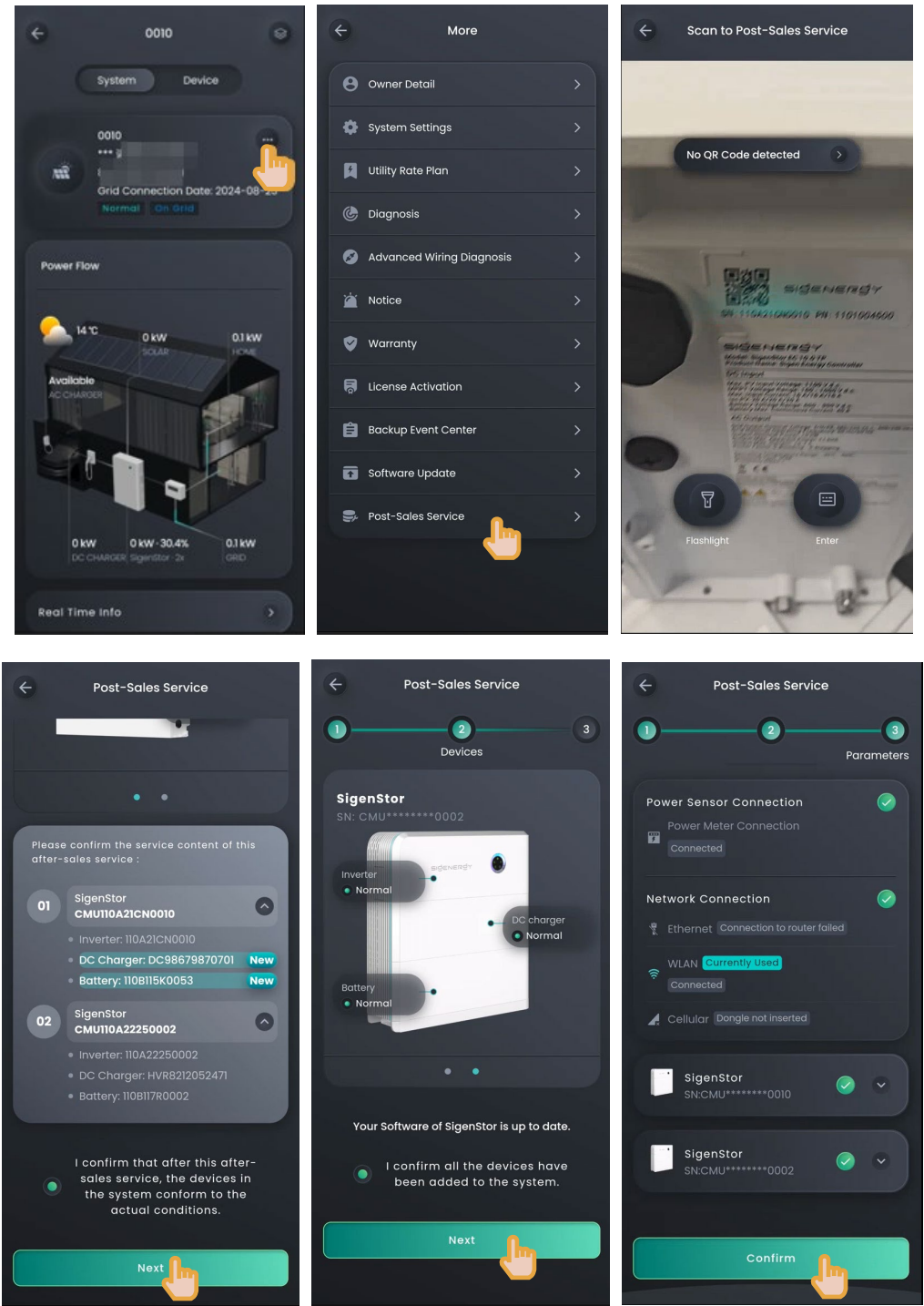
#### **1. Precondition**

- The mySigen APP version is 2.0 and above.
- The devices added and replaced to the system are new products, not old devices.
- Sigen inverter, Battery Pack, EVAC, EVDC, and Gateway can be added, deleted, and replaced through the Post-Sales Service.
- When using the Post-Sales Service function to scan the QR code, you must scan the SN QR code of any inverter in the current system, but cannot scan the SN QR code of other devices including EVDC, pack, and Gateway. Unless an EVAC is added, you can scan the SN QR code of the EVAC through the Post-Sales Service.
- Before the APP operation, you need to make sure that the installation and wiring of the device in the system have been completed, and the power-on has been completed.

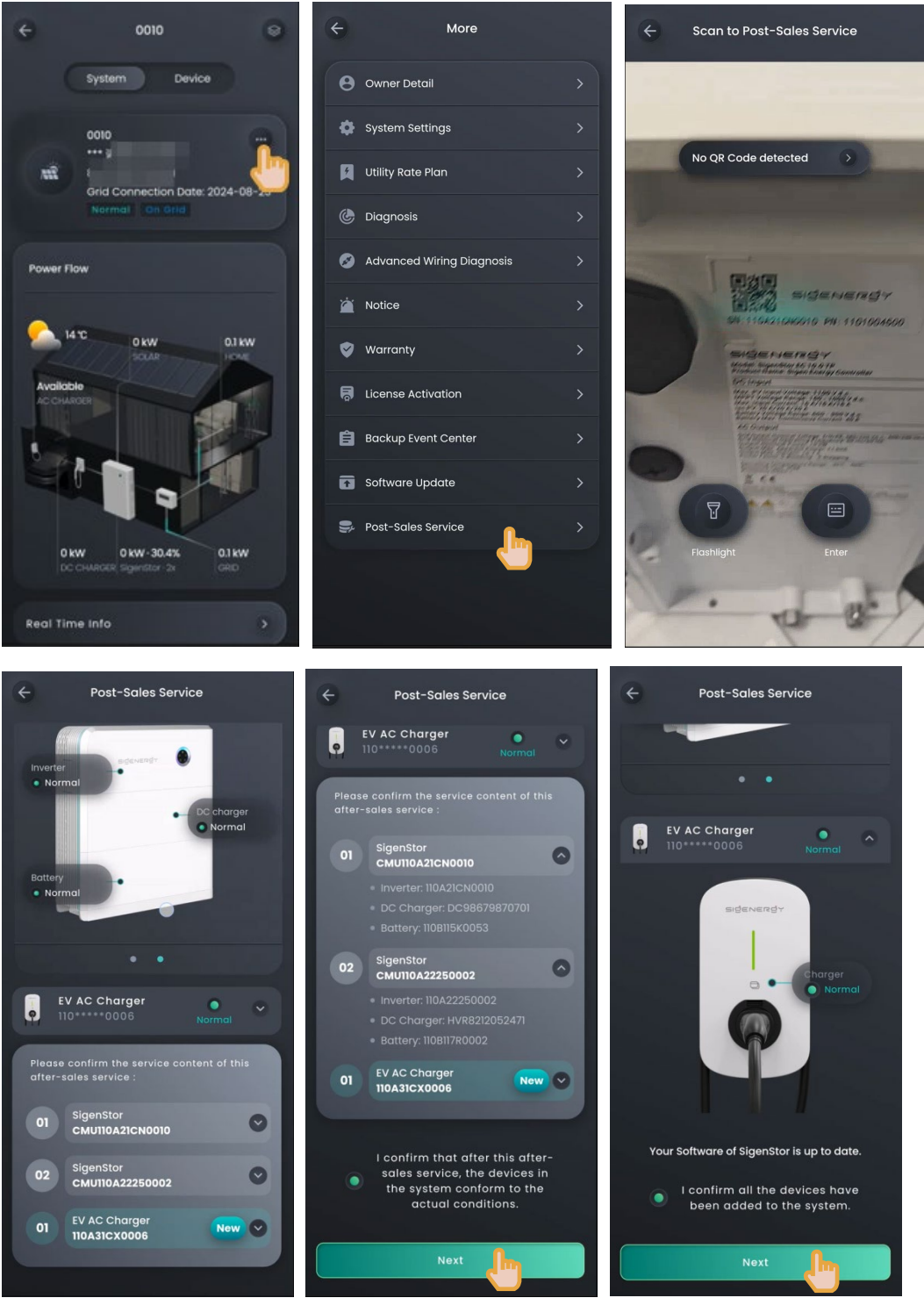
**NOTE:** After adding a new device, mySigen APP will not display the new device, and the device will only be displayed after using the Post-Sales Service in the APP.

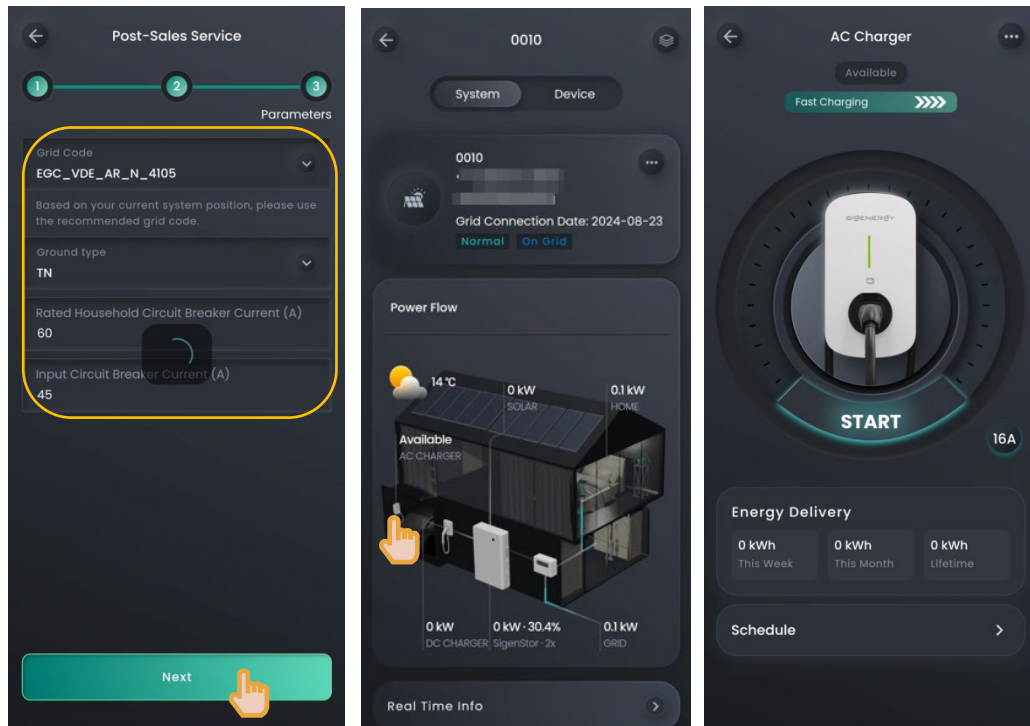
2. How to add the device to the system through the Post-Sales Service

2.1 How to add EVDC and Battery Pack to the system

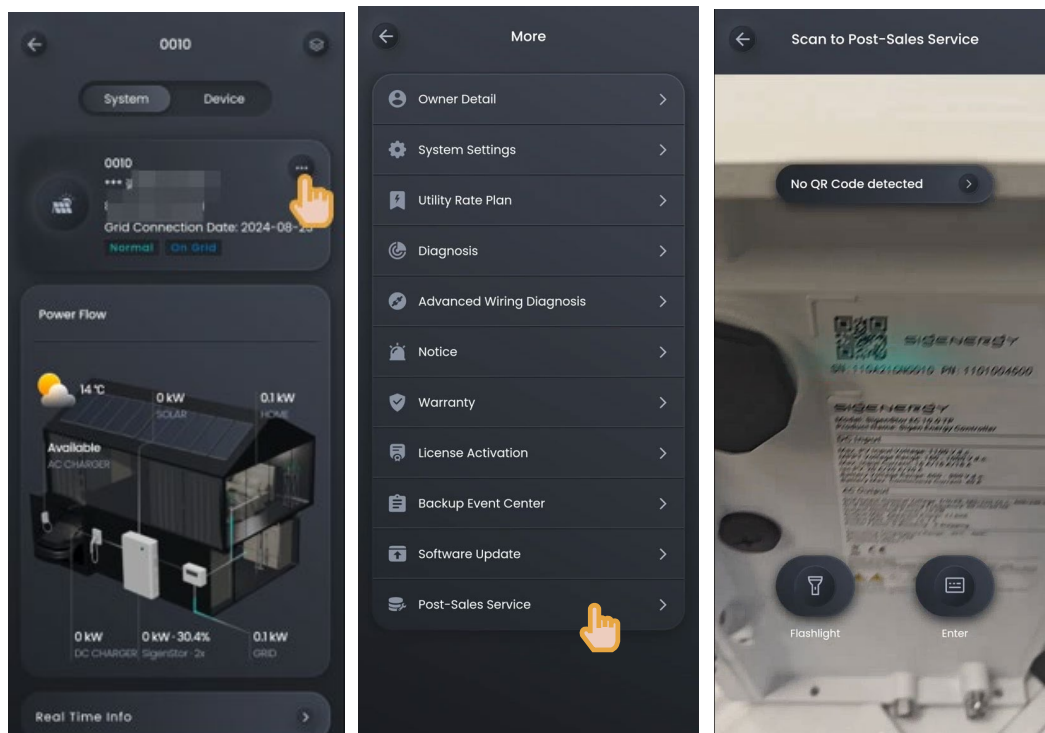


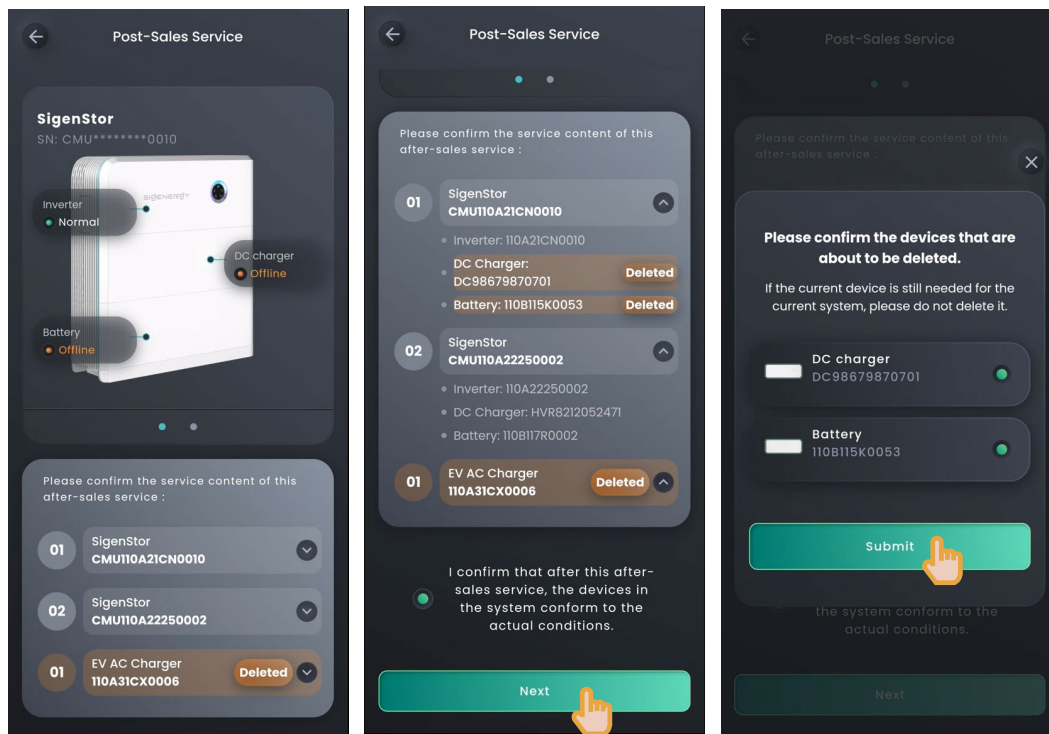
2.2 How to add an EVAC to the system



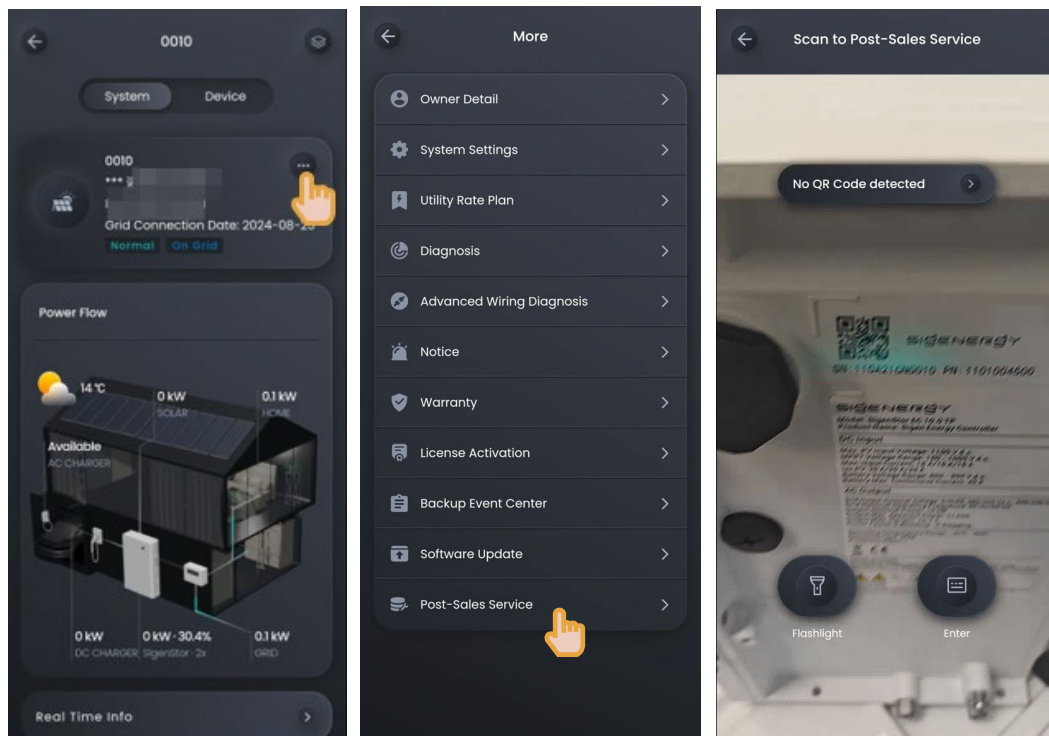


### 3. How to delete the device to the system through the Post-Sales Service

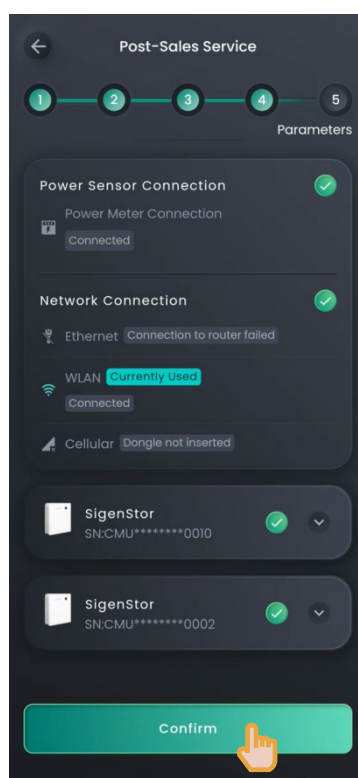
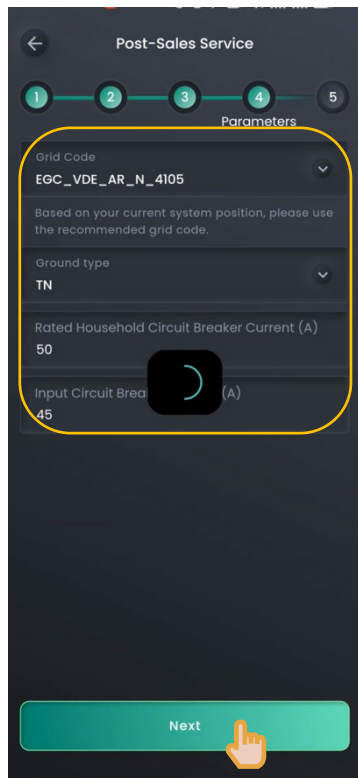
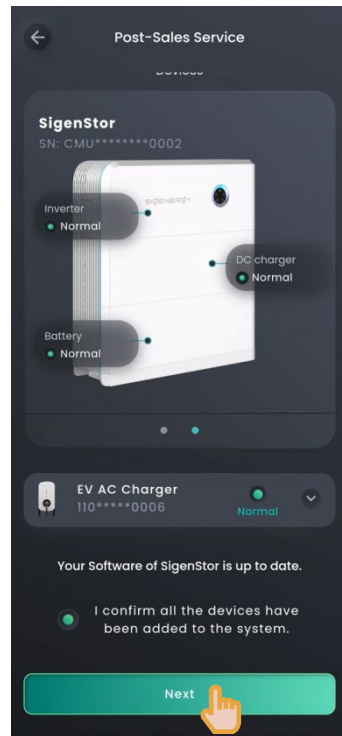
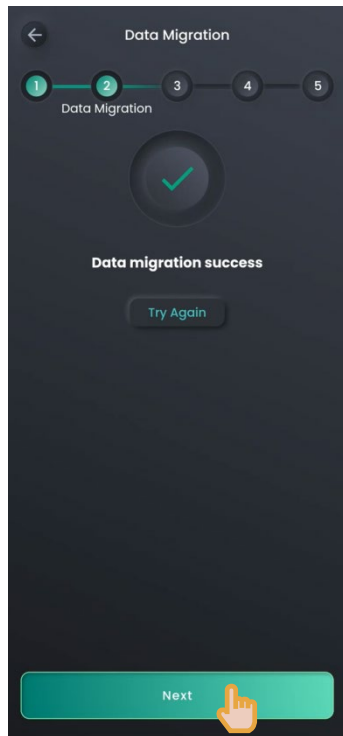
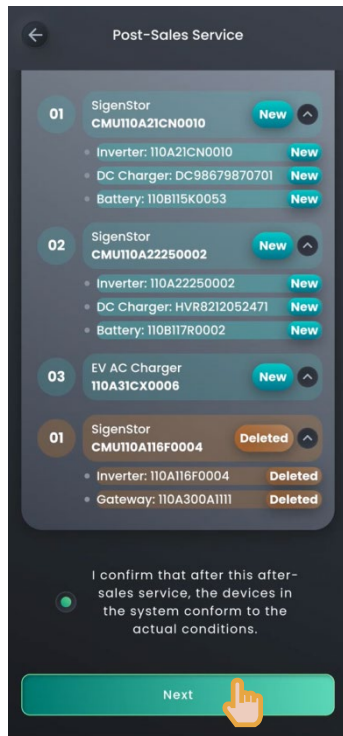




#### 4. How to replace the device to the system through the Post-Sales Service







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