

# FAQ - SAMSUNG 3.6KWh All In One System

Q	It appears to be the "Wrong number" when I (Installer) try to register my given Serial number at the Web portal.
A	Pop-up message appears when registering a serial number at the Web portal, saying "Check if you input the serial number correctly." This message is just to inform users to recheck their input serial number. However, a lot of users think that this message means "The number you just input is a wrong number". We have received many calls related to this user's misunderstanding.
Q	Samsung SDI's methodology for "initial setting" when using the EM24 DIN Digital Meter (Installers of Garlo gavazzi and memodo are mostly using this
A	Select "1000 pulse/kWh" and proceed installation. For more information, refer to Input of Installation Information, Chapter 7, Installation Manual.
Q	Where is the installation/Web registration manual? Can't Samsung SDI provide one?
A	We will enclose the "Quick Start Guide" with our Product. For further manuals, users can download them at our website.
Q	What digital meter probe shall be used?
A	We recommend users to use a KMK 111 optical probe. For more information, refer to 6.2, Installation Manual.
Q	Up to which distance from the Product is the Digital meter capable of operating?
A	We recommend users to secure distance within 10 m. For more information, refer to 6.2, Installation Manual.
Q	What happens if the network connection is lost after installation of the product is complete?
A	The product will work normally with the embedded EMS algorithm. However, it will no longer obtain the weather information from the Internet. For optimal operation of the product, we recommend users to reconnect the
Q	How the Web-portal data will be processed if the network connection is lost?
A	When the network connection is lost, there are no data remaining at the Web-portal. However, data related to error occurrence and the other normal data are stored, in the SD card embedded inside the Product, per each error occurrence and every 10 seconds, respectively. Samsung SDI's headquarter can check applicable data, if necessary.
Q	Do I have to purchase the DC switch?
A	Yes, it is not included in our Product. For more information, refer to 5.7, Installation Manual.
Q	Can I increase the product capacity?
A	It is impossible to increase the battery capacity. We are thinking of increasing the battery capacity from the next model.
Q	Is it okay to connect the PV modules with different capacities to two different strings of the Product?
A	Yes, the strings in our Product are controlled and operated independently. There will be no problem in the Product's operation by doing so.
Q	Is it okay to connect only one PV module to the strings?
A	Yes, it is. There will be no problem in the Product's operation by doing so. To know more about PV connection, refer to 5.9, Installation Manual. .

Q	How to set up the inverter capacity of 3.6kW/4.6kW for the Product designed for the British market.
A	You can set it up in the same way as you set up PV installation capacity, Feed In capacity, and energy meter on the installation registration screen (SIM).
Q	How can I join the Web monitoring portal?
A	Access to the web site, <a href="https://myess.samsungsdi.com">https://myess.samsungsdi.com</a> (either Internet Explorer or Chrome browser can be used). Click the "New Account" button and fill out the information needed for the register. To input your ESS serial number, which is the most important information that you have to fill out, check the top label on the Product. Product serial number has the form as "AR0046*****".
Q	What is Three Phase Compensation ?
A	In Germany, the power grid is 3 phase and power consumption for the payment is measured using the net sum of 3 phase electricity meter. Samsung All in One can compensate the usage of all three phase load if you connect 3 phase meter properly. Though this is not 3 phase balancing as our product is 1 phase, still it can make the net sum of the 3 phase meter zero so that achieve a higher profit and a more self-use sufficiency. This compensation is optional. If you don't want or need it, our product can work with 1 phase meter also without a problem though 3 phase compensation does not work in that case. 3 Phase compensation is optional function. It works automatically if you connect the three phase meter properly to our system and your 3 phase grid in house. You don't need to set up something special. If you connect 1 phase meter, it will not work. For example, in Germany, the payment is measured using the net sum of 3 phase electricity meter. Samsung All in One can compensate the usage of all three phase load by providing the total usage over 1 phase. (Note: This is not load balancing since the load for each phase is different. ) Then the net sum over 3 phase meter becomes zero. This enables a higher profit by reducing the payment and a more self-use sufficiency. <u>※ Example of 3 phase compensation</u> When use a load for 1kW in phase 1, 500W in phase 2, 500W in phase 3, the total sum becomes 2kW. Samsung All in One provides 2kW to compensate total load. This will makes the feed in phase 1 to be 1 kW while the purchased electricity over phase 2,3 to be 500W each, sum of 1kW. Total net sum becomes 0 W so that the payment becomes 0.
Q	How can I create the Installer Account?
A	Request for creation of your account to SDI's Sales Person in your region or by email to the following email address: <a href="mailto:esseuservice@samsung.com">esseuservice@samsung.com</a> . For more information, refer to 7.4, Installation Manual.
Q	I have connected my ESS to the Internet. Still, I see the sate called "Standalone" at the engineer page.
A	It is because the Product was not connected to the server well. Check if the Internet cable is connected well to the LAN port on the side. Reboot the router and check if the Internet connection of that router is okay.
Q	The current and voltage values of the Product are not matched to its power value.
A	When the Product is operated at a low power due to its small charging/discharging amount and energy production, it has a greater volume of reactive power, which leads to inconsistency between the power value and the current/voltage value.
Q	Sometimes, it appears that the Product somewhat feeds the grid unintentionally when I check on the web monitoring screen.

A	It takes about a minute for the product to detect load and reduce its energy production in case the household load is somewhat reduced (e.g. turning off the heat transfer equipment). In such case, some partial energy can be fed in to the Grid. Note that our newly developed Product will restrict such Greed Feed-in. The reason why you see the same screen for five minutes on the web-monitoring is because our Product's monitoring cycle is 5 minutes. The actual product traces the load before the web-monitoring screen is changed and restricts its outputs.
Q	I sometimes see "C128" Error on the web-monitoring screen.
A	Typically, Dynamic IP called DHCP is used for the Internet connection within households, which is assigned newly every day or every two days by the Internet Company. For this type of IP, "C128" error may be seen for a period of time to be assigned a new IP. However, it will disappear within 5 minutes when the server connection becomes stabilized
Q	What should I do when I see "Smart meter Connection Error (E603)"?
A	This message appears when a smart meter is not connected in the right manner. Check if you selected the right smart meter type (D0 type/S0 type) and model from the beginning of the installation. For the S0 Types, check if its pulse counts setting is matched with that of our Product.
Q	How much is the Useable capacity?
A	The battery's DOD embedded in our 3.6kWh All-in-One is 5-95%. This means its useable capacity is about 3.24kWh, which is 90% of battery capacity.
Q	is the cooling built-in within the product? How is the cooling?
A	There are two fans for the PCS, the batteries need no forced-ventilation. To know more about the fans, see 6.1-2, User Manual.
Q	noise level of the ESS?
A	The noise level of the Product is under 50dB. It depends on the operation mode or the power value of the product. .
Q	Is the inverter developed and produced by Samsung?
A	Yes, the inverter is developed and produced by Samsung.
Q	Efficiency on the data sheet is 95%, are the batteries included in that calculation?
A	No, 95% here means the Euro efficiency. For more information on the other efficiencies, see Technical Specifications, 2.1.3, User Manual.
Q	Is there a calculation tool online? For sizing the PV system?
A	This is now in preparation. We will prepare for it in the near future.
Q	How much time does it take to fully charge the battery? @ Max charge power.
A	It takes about 1.5-2 hours to fully charge the battery with the Max power of 2kW.
Q	Do I need the DC/AC Breakers?
A	Yes, you need the DC disconnection switch on the PV side and the AC breaker on the AC. For more information, refer to Distribution Box Locking Method, 5.7, Installation Manual.
Q	Is the web-portal access free of charge?
A	Yes, it is free of charge. Visit <a href="https://myess.samsungsdi.com">https://myess.samsungsdi.com</a> to access to our web-portal. For more information, refer to 5.3, User Manual.
Q	Who is sending the information on the communication, is it the ESS or the Server the who checks? Speed rate?
A	The EMS that is embedded in the Product sends data every 5 minutes to the web-monitoring server via 10 Base 100 Ethernet. Our CS Members always monitor your system.
Q	Could the installer get an alert/message or email when a failure comes up in one of his end users?

<b>A</b>	This typical service is now under development. It will be officially released in the latter half of 2015.
<b>Q</b>	Are there automatic updates? Do they require end user's permission?
<b>A</b>	Yes, you can update your software via Ethernet. Your software can be updated without prior notice for its own improvement. For more information, see 1.3, User Manual.
<b>Q</b>	With regards the warranty, in case of a communication failure... does this BMS count the charge/discharge cycles whilst no internet connection is available?
<b>A</b>	No, our BMS doesn't provide the function you referred to. We recommend you to have the network connection.
<b>Q</b>	Remote service, is it only for automatic updates?
<b>A</b>	No, we can check communication status, failures, warnings and operation status.
<b>Q</b>	I installed a meter but I don't know how to set it up. (※ I can't find any details on this in Installer Guide as well.)
<b>A</b>	We are planning to distribute a detailed guide on the meter to the users.
<b>Q</b>	My product is not working, just staying in its Stand Alone mode.
<b>A</b>	It happens when setting of the energy meter is wrongly done. In this case, the product operates in its Stand Alone mode. See 7.3, Installation Manual.
<b>Q</b>	I see too many "Warning" messages appeared on the monitoring page a day. Isn't it a sign indicating there is a problem in the Product?
<b>A</b>	The warning messages you see are mostly about errors related to the meter or Ethernet Communication. See General Events, User Manual.
<b>Q</b>	Q. I see Battery appears to be fully charged (all 3 blocks) when its SOC is only 5%, which seems abnormal.
<b>A</b>	The battery icon displayed on the LCD of our Product doesn't display the size of SOC by the block number. For more information, see Operation Mode Description, 4, User Manual.
<b>Q</b>	How can End Users who are not installers check the status of their Products?
<b>A</b>	They can see it at the web-monitoring page. See 5.3, User Manual.