

How to register an Account

Version 1.0 Jan 2025

Disclaimer

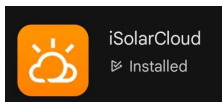
The material in this document has been prepared by Sungrow Australia Group Pty. Ltd. ABN 76 168 258 679 and is intended as a guideline to assist solar installers for troubleshooting. It is not a statement or advice on any of the Electrical or Solar Industry standards or guidelines. Please observe all OH&S regulations when working on Sungrow equipment.

Applicability:

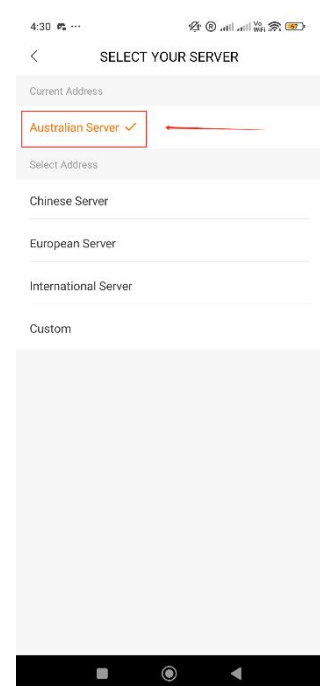
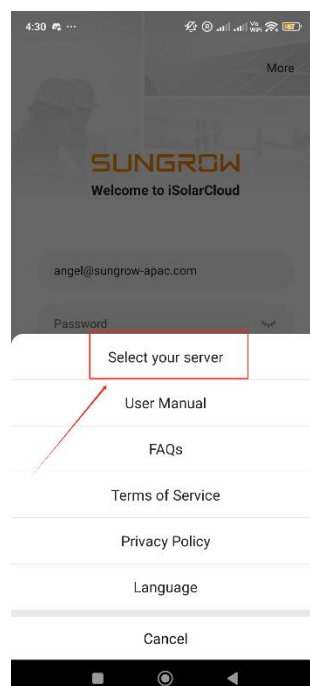
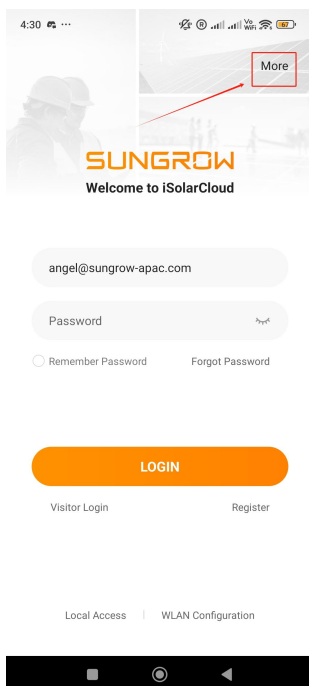
End user and Installer/Retailer

Instructions:

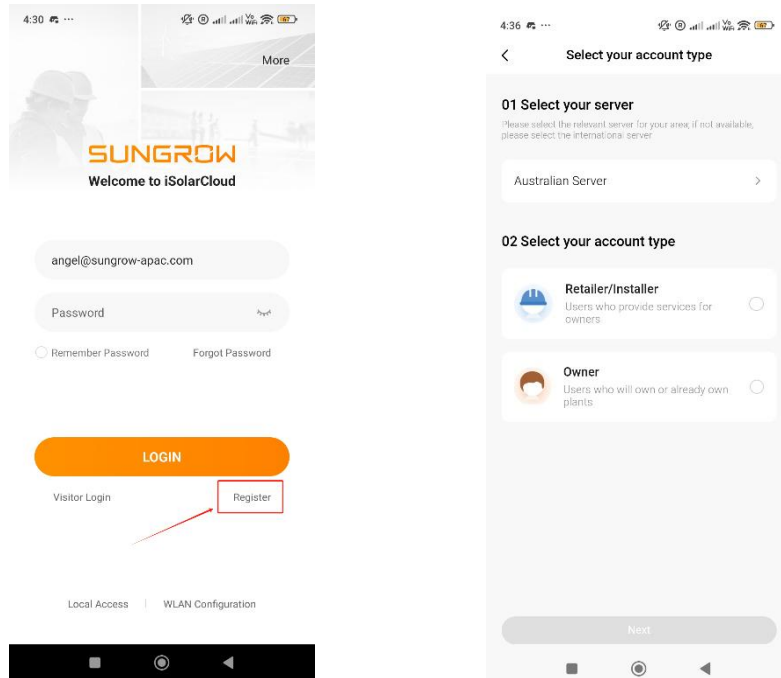
1. Download the iSolarCloud app on Google Play / Playstore



2. Open the iSolarCloud app, ensure that the app is on “Australian server” by clicking More – Select Server – Australian server.



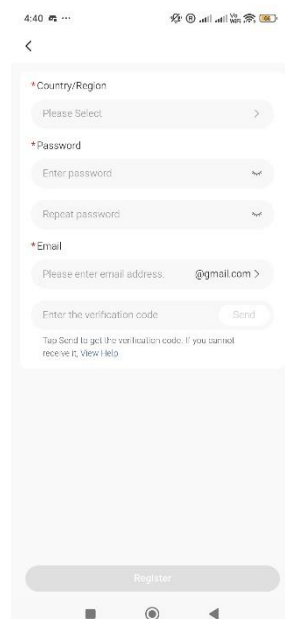
3. Click Register. Ensure that the Server is on “Australian Server”. Select your account type.



4. Fill up information needed.

Note:

- If you cannot see/select the Country/Region “Australia” it means that you’re not on Australia Server.
- Verification code email usually gets recognized as a Spam, please check Spam mail as well when checking for this email. It also might take a couple of minutes before it went thru



5. Once done, you can proceed on Creating a Plant.

Link on creating a Plant:

https://service.sungrowpower.com.au/New%20knowledge%20base%20file/How%20to%20create%20a%20Plant_20250205_V1.0.pdf

If the issue persists after following above procedures, please take photos testing on site and contact Sungrow Service Department on 1800 786 476 or email to service@sungrowpower.com.au, Monday- Saturday 9am - 5pm (AEDT).