



• Start to go a new trip with Growatt ShinePhone 4.0.
Please scan above QR code or search it in Google Play and APP Store.

A new service mode

Growatt Online Smart Service (OSS in short) system is a smart customer service system, and offers a quick support for service, lowering service costs for both Growatt installers and distributors. Growatt OSS is mainly comprised of ShinePhone APP and Growatt OSS system web server which provide data archiving and analyzing for Growatt devices.

Compared with conventional customer service, it not only helps customer handle various problems but also furnishes proactively reminders to prevent potential faults and risks of inverters for customers based on future-proof Cloud data technologies. Specifically, this system is able to analyze, diagnose and repair devices online without engineer support on-site.

With the help of Growatt OSS, Growatt engineers almost can handle 60%+ problems by remote configuration and FW updating without on-site service, saving time and cost for installers and distributors.

In addition, end users have ability to “talk” with Growatt engineer real-timely as well as submit any doubt by ShinePhone which makes people enjoy asking for assistances from Growatt engineers available! Moreover, the distributors are allowed to post some advertisements for specified target groups to promote its products.

Features

- ▶ Online quick support for service
- ▶ Online intelligent diagnosis and alarm
- ▶ Remote configuration and FW updating
- ▶ Customized product and service promotion

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Datasheet

Online Smart Service System

Language

Available languages

Chinese, English, Hungarian, Italian

System information

Support operation systems

Andriod/IOS

Support dataloggers

ShineWeBox, ShineWi-Fi, ShineLink

Source of data

<http://server.growatt.com>

Devices information

Device data

All inverter and storage product running status and data could be obtained at any time

Device event

All the warning events or failure events could be sent to user via ShinePhone APP

Setting information

Available inverter setting

Inverter time, power factor, voltage range, inverter on/off

Available storage setting

Storage time, forced discharge time, storage on/off, SP string voltage

Online Service

Online question-and-answer

User can submit suggestion and question via ShinePhone APP