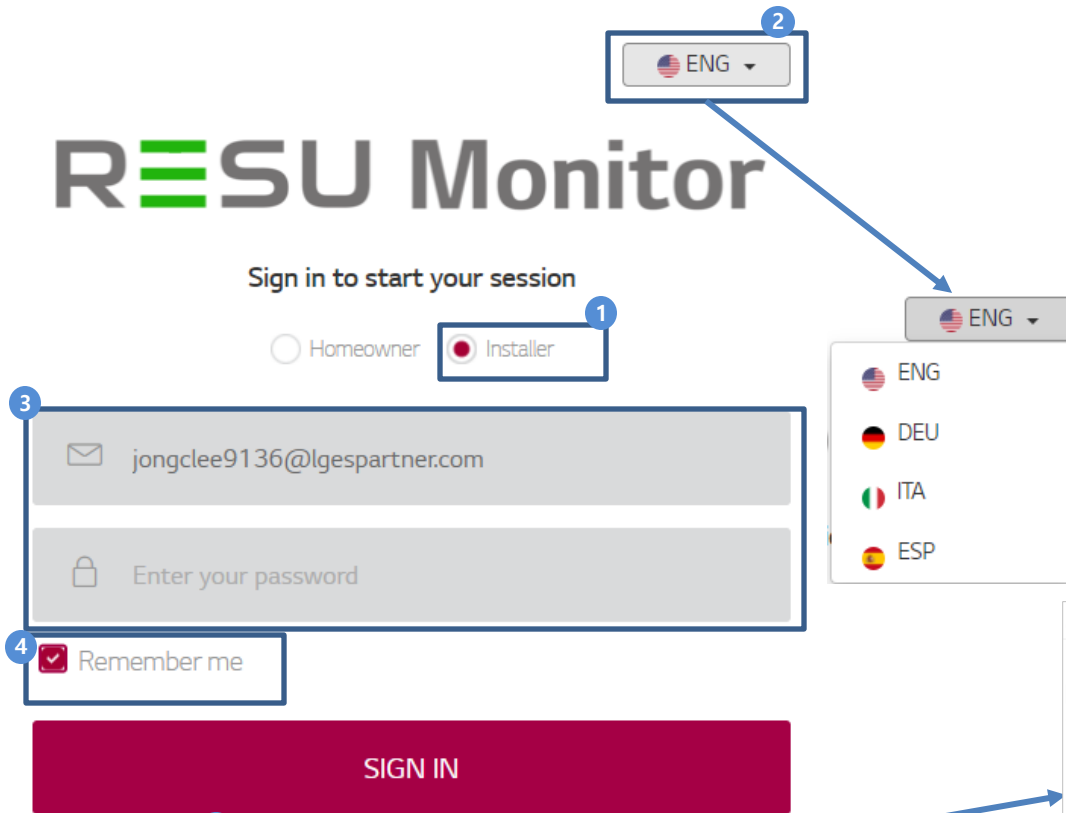


RESU Monitor Web

User Manual for Installer

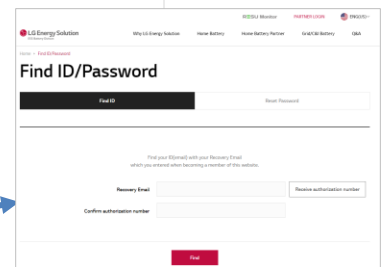


1. Select 'Installer' to access RESU Monitor for Installer
2. You can change the language at the upper right corner
3. Enter your ID(email) and password
4. To save your ID, click 'Remember me'
5. To find your ID and password, click 'Find ID & Password'. To create your account, click 'Create Account'. Both are linked to the ESS Battery Website
6. To check the terms of use and privacy policy, click 'Condition of Use' and 'Privacy Policy Notice'

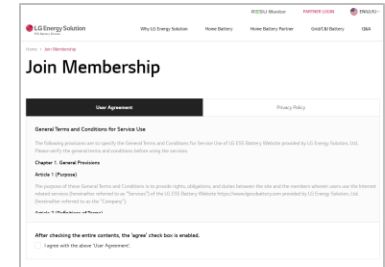
SIGN IN

Find ID & Password | Create Account

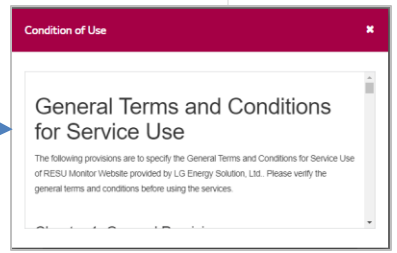
LG Energy Solution
Condition of Use | Privacy Policy Notice



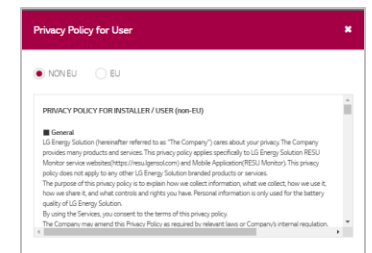
Find ID & Password



Create Account



Condition of Use



Privacy Policy Notice

RESU Monitor

General Terms and Conditions for Service Use

The following provisions are to specify the General Terms and Conditions for Service Use of RESU Monitor Website provided by LG Energy Solution, Ltd. Please verify the general terms and conditions before using the services

General Terms and Conditions for Service Use

The following provisions are to specify the General Terms and Conditions for Service Use of RESU Monitor Website provided by LG Energy Solution, Ltd.. Please verify the general terms and conditions before using the services.

1



Privacy Policy for User

NON EU EU

PRIVACY POLICY FOR INSTALLER / USER (non-EU)

■ General

LG Energy Solution (hereinafter referred to as "The Company") cares about your privacy. The Company provides many products and services. This privacy policy applies specifically to LG Energy Solution RESU Monitor service websites (<https://resu.lgensol.com>) and Mobile Application (RESU Monitor). This privacy policy does not apply to any other LG Energy Solution branded products or services.

The purpose of this privacy policy is to explain how we collect information, what we collect, how we

2



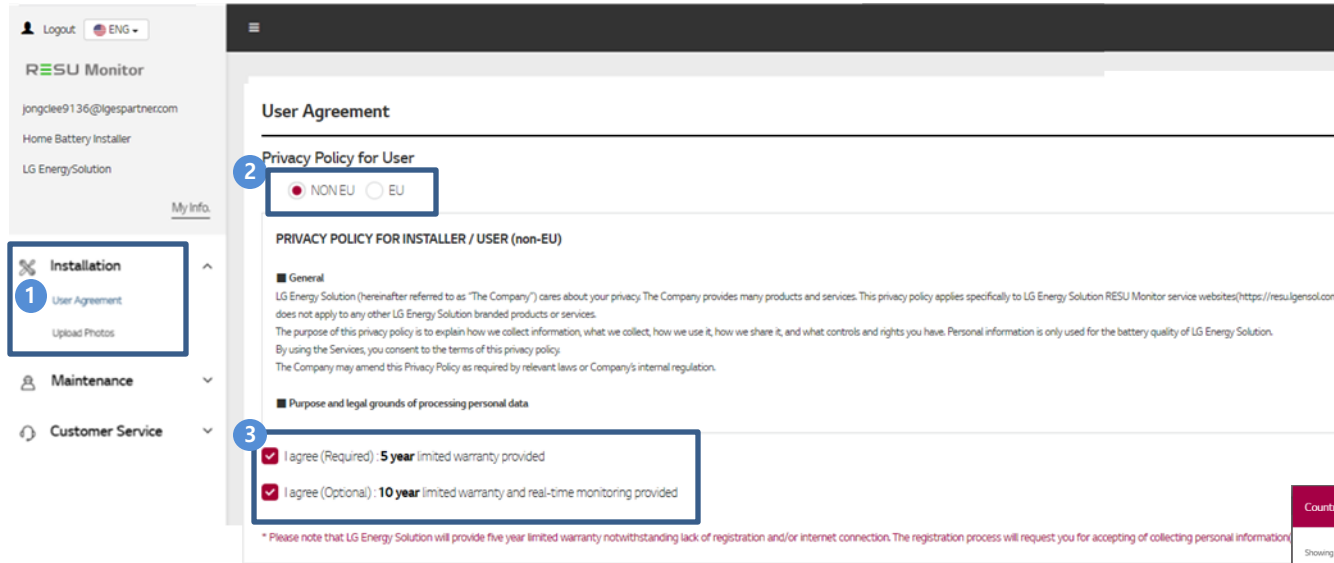
CONFIRM

3



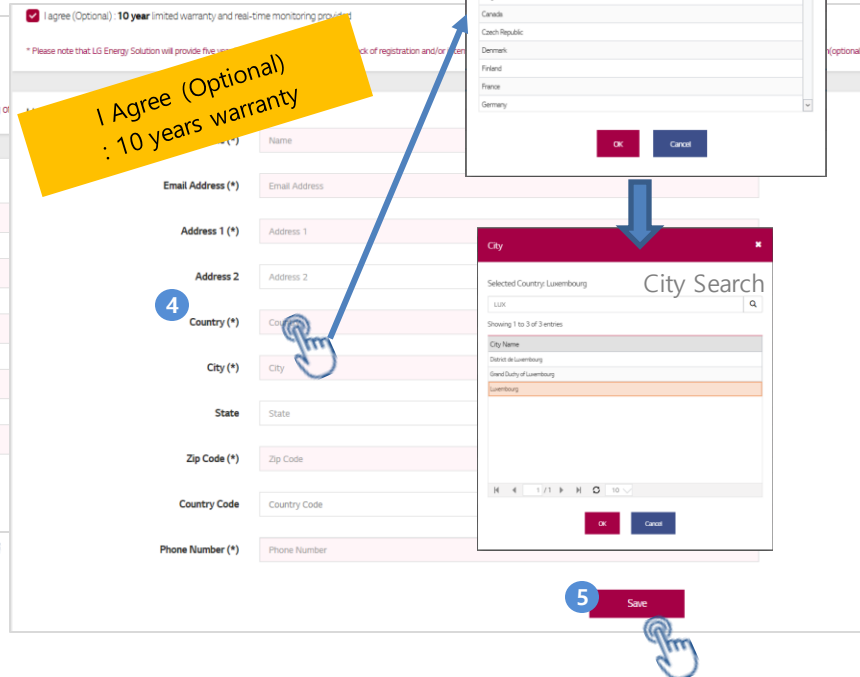
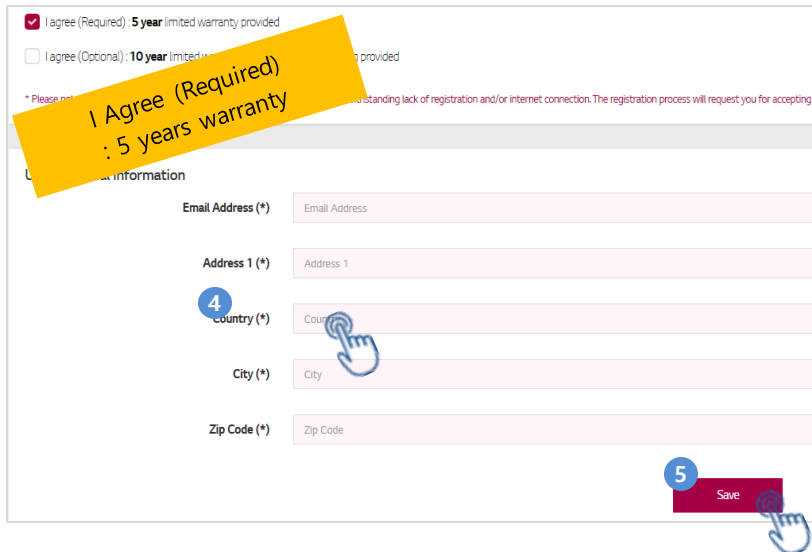
When accessing RESU Monitor for the first time, you must agree to the 'General Terms and Conditions for Service Use' and 'Privacy Policy for User'

1. Click 'I agree' for the General Terms and Conditions for Service Use
2. Select either 'Non EU' or 'EU', and click 'I agree' for Privacy Policy for User
3. Once you agree to both 'General Terms of Use' and 'Privacy Policy', the 'CONFIRM' button will be activated. Click 'CONFIRM' to go to the main screen



1. To start the installation, click 'User Agreement'.
2. Select Non EU / EU according to the region
3. Choose the Warranty Type
 - Depending on the type of warranty, the items to be entered in the next step may vary as below.

Input Item	Warranty Type	
	Required	Optional
Name	X	O (Required)
Email Address	O (Required)	O (Required)
Address1	O (Required)	O (Required)
Address 2	O (Not Required)	O (Not Required)
Country	O (Required)	O (Required)
City	O (Required)	O (Required)
State	O (Not Required)	O (Not Required)
Zip Code	O (Required)	O (Required)
Phone Number	X	O (Required)



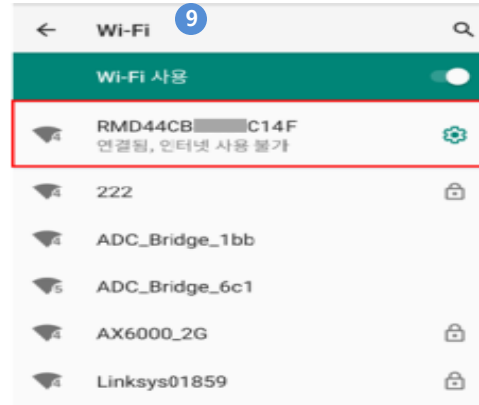
4. For country selection, click the field and select your designated country from the pop-up screen. When you click 'OK', the pop-up screen for city selection will automatically be shown. Select your designated city from the screen and click 'OK'.

5. After entering all fields, click 'Save'

Country Code

Phone Number (*)

5 Save



Device setting can be done in APP or Config setting can be done directly in RMD.
To set Config directly in RMD, you must enter Model, Pack Part Number, and BMA Part Number.
Do you want to connect to RMD and set up Config?
Caution) When setting directly, it moves to the photo input step.

6 OK

[When both 'Required' and 'Optional' items have been selected in the User Agreement]

Proceed with RMD's Wi-Fi direct connection before config.
Do you complete RMD's Wi-Fi direct connection?

HostName=emashub.azure-devices.net;DeviceId=RESU_LU_2960316_20211214_0002;AccessKey=w8m282HGbqqg64T5ZhOWWw==

8 Copy

10 Config Cancel

[When only 'Required' item has been selected in the User Agreement (5 years warranty)]

Proceed with RMD's Wi-Fi direct connection before config.
Do you complete RMD's Wi-Fi direct connection?

Config Cancel

7 Device ID: RESU_LU_2960316_20211214_0002

Model
RESU10H Prime

Pack Part Number
EH153064P8S

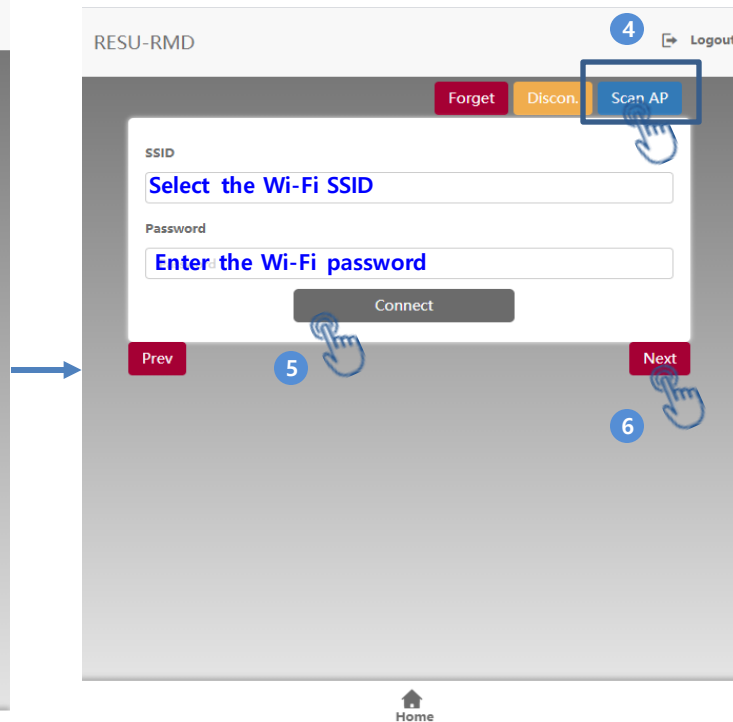
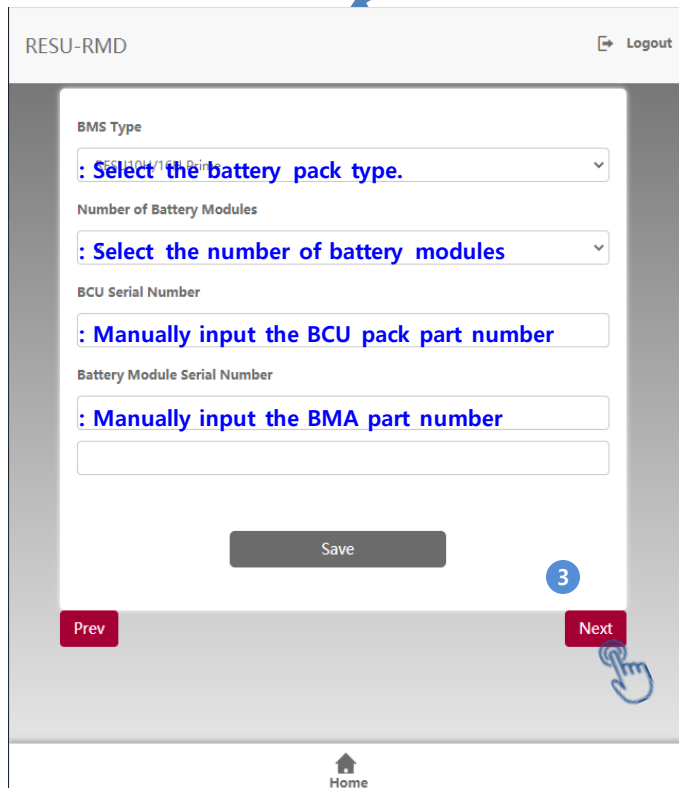
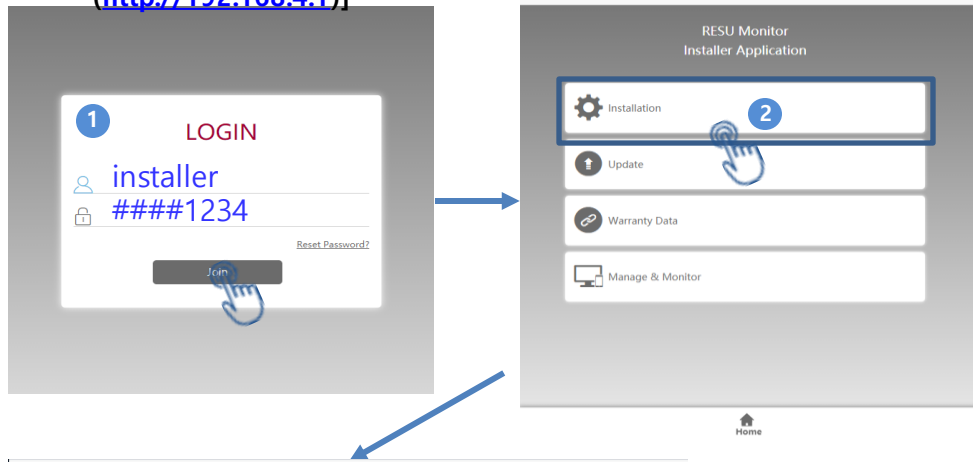
BMA Part Number +
SH077064P8S
SH077064P8S

Save Cancel

- When clicking 'Save' from the previous step, a pop-up message will then be shown to guide the configuration setting step to connect the web directly to the battery RMD. Click 'OK'.
- Enter the information of the battery and click 'Save'.
 - Select the model and enter the full Pack Part Number and BMA Part Number.
 - In case of registering RESU FLEX of three or more BMAs, click '+' to enter additional BMA Part Numbers.
- (When both 'Required' and 'Optional' items have been selected in the User Agreement):
 - Click 'Copy' to copy the created Connection String value.
 - The copied value will have to be pasted into the 'Connection string' field on RMD web.
- (When only 'Required' item has been selected in the User Agreement):
 - Click 'Config' and go to the next step 'Upload Photos'.
- Search and access the SSID of the RMD AP from your laptop (or any other device you are using for the installation)
 - for RMD v1.4.3** : RMD SSID will be in the form of "RMD + RMD WLAN STM MAC ADDRESS". (ex. "RMD44CBXXXC14F".) The password is 12345678.
 - for RMD v1.6.8** : RMD SSID will be in the form of "RESU_ + RMD WLAN STM MAC ADDRESS". (ex. "RESU_44CBXXXC14F".) The password is RMD WLAN STM MAC ADDRESS + 1234. (ex. "44CBXXXC14F1234")

- Click 'Config' and access the RMD web (<http://192.168.4.1>) for RMD setting.

[RMD web

<http://192.168.4.1>]

1. Login to the RMD web.
 - For RMD v1.4.3 : Enter the Password and click 'Join' to log in and go to the main screen. (Password : 123456)
 - For RMD v.1.6.8 : Enter the ID/Password and click 'Join' to log in and go to the main screen. (ID: installer / Password*: ####1234) (* '####' means the last four digits of Mac Address – ex. MAC address = 44CBXXC14F, #### = C14F)
2. Click 'Installation'
3. Enter all the information and click 'Next'.
4. Click 'Scan AP' and enter the SSID and password.
5. Click 'Connect'.
6. Click 'Next'.

RESU-RMD Logout

Continent
Select continent

Time Zone: Hour
Select Time-zone(with detailed area)

Power Save Timer
OFF (Default)

Operating Mode
With BMS Mode

Server Use
Select the server enable or disable.

IoT Hub Connection String
Paste the Connection String copied earlier.

SAVE

Prev Complete

7

Home

RESU-RMD Logout

Refresh Installer Home

Status	Item	Value
	Bms Operation Mode	Normal/Operating
	Server Connection	OK

Check the below item

8 BMS Operation Mode: Normal / Operating
Server Connection: OK

Home Network Monitoring Config

7. Enter the information and click 'Complete'
8. Check the 'BMS Operation Mode' and 'Server Connection' status.
 - BMS Operation Mode : Normal / Operating
 - Server Connection : OK
9. After completion, go back to the RESU Monitor Web and continue with the next step 'Upload Photos'.

Upload Photos

RESU Device Search

Country: All | City: All | Model: All | Installation Period: 2021-12-06 ~ 2022-01-05

Search

Installed RESU List

Showing 1 entries

No.	Device ID	Country	City	Model	Agreement	Installation Date
1	RESU_DE_6554104_20220105_0001	Germany	Sulzbach	RESU10H Prime	Optional	2022-01-05 13:08:18

Select device

Selected Device List

Device ID	Country	City	Model	Agreement	Installation Date
RESU_DE_6554104_20220105_0001	Germany	Sulzbach	RESU10H Prime	Optional	2022-01-05 13:08:18

1. After completing 'User Agreement' step and setting up the battery, click 'Upload Photos' to upload installation photos and additional information.
 - Only batteries that have been completed until the setting stage during the battery installation process can be viewed
2. Click 'Search' to search the battery being installed.
3. Double-click the row, or select the row and click 'Select device'.
 - The selected battery will then be displayed in the 'Selected Device List'.

Selected Device List

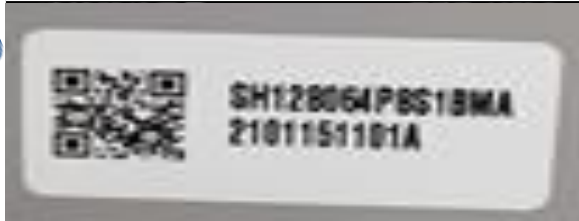
Device ID	Country	City	Model	Agreement	Installation Date
RESU_LU_2960316_20211214_0007	Luxembourg	Luxembourg	RESU10H Prime	Required	2021-12-14 21:44:25

Photos- Serial Number QR
(Pack Part Number, BMA Part Number)

The QR code label which is placed on the Pack Part Number and BMA Part Numbers.
FLEX
- Pack Part Number 1ea + BMA Part Number 2-4ea
Prime
- Pack Part Number 1ea + BMA Part Number 2ea

Required

Photo Name	Download
Screenshot_20210709-222255_U-.jpg	Download
Screenshot_20210709-222255_U-.jpg	Download
Screenshot_20210709-222255_U-.jpg	Download




Photos - Installation

Installed battery picture

Required

Photo Name	Download
Screenshot_20210927-101825_RESU Monitor.jpg	Download



4

Installation Env. And Inverter Type

Distributor Company Name (*)

Installation Environment

Inverter Brand (*)

Inverter Model (*)

Inverter Model Name (*)

O&M Service Number

5

- Click '+' to upload the photos of all QR codes attached to the battery and the battery installation picture
 - You can see the uploaded photos on the right.
- Enter additional information of the battery and click 'Save'.
 - Required fields must be entered.
- The installation process is now completed.
The installed battery will be displayed on the 'Installed Device' menu.

Installed Device

RESU Device Search

Country: All City: All Model: All Installation Period: 2021-12-04 ~ 2022-01-03

Installed RESU List

Showing 1 to 7 of 7 entries

No.	Conn.	Status	Battery Status	Battery Data	Country	City	Model	Installation Date	Agreement	BMS SW Ver	DCDC SW Ver	RMD SW Ver	BMA Number	Inverter Type	Inverter Name	Comm. Type	Photo
1	●	No Periodic Data	View	View	Luxembourg	Luxembourg	RESU10H Prime	2021-12-30 16:12:34	Optional	2.2.0.4	1.2.3.0	1.6. ...	2	0x0000	NONE		View
2	●	No Periodic Data	View	View	Luxembourg	Luxembourg	RESU FLEX	2021-12-30 14:48:18	Required	0.3.0.5		1.4. ...	2	0x0100	R-Type	OFF CAN/RS485 Terminal Register	View
3	●	No Periodic Data	View	View	Luxembourg	Luxembourg	RESU FLEX	2021-12-30 14:14:24	Optional	0.3.0.5	N/A	1.4. ...	2	0x0100	R-Type	OFF CAN/RS485 Terminal Register	View
4	●	No Periodic Data	View	View	Luxembourg	Luxembourg	RESU16H Prime	2021-12-30 13:11:45	Optional	2.2.0.4	1.2.4.0	1.6. ...	2				View
5	●	No Periodic Data	View	View	Luxembourg	Luxembourg	RESU16H Prime	2021-12-30 12:52:25	Optional	2.3.0.4	1.2.4.0	1.6. ...	2				View
6	●	No Periodic Data	View	View	Luxembourg	Luxembourg	RESU16H Prime	2021-12-21 10:28:12	Optional	2.2.0.4	1.2.2.0	1.4. ...	2				View
7	●	No Periodic Data	View	View	Luxembourg	Luxembourg	RESU16H Prime	2021-12-15 14:04:44	Required			1.4. ...	2				View

Battery Status

Usable Energy: 39.91% / 100

Battery Data

Tag	Value
Last Updated Time	2021-12-15 07:53:34
Last Saved Time	2021-12-15 07:53:26 (TimeZone-LUTC+1)
BMS Running Time	3943204
Min Cell Voltage	3.6369
Max Cell Voltage	3.6437
Avg Cell Voltage	3.6407
Sum Serial Cell Voltage	152.9105
Min Cell Number	36
Max Cell Number	2
Min Temperature	21.8
Max Temperature	22.8
Avg Temperature	22.1
Max Temperature Number	5
Min Temperature Number	2
current	0
SOC	39.91

Photo list

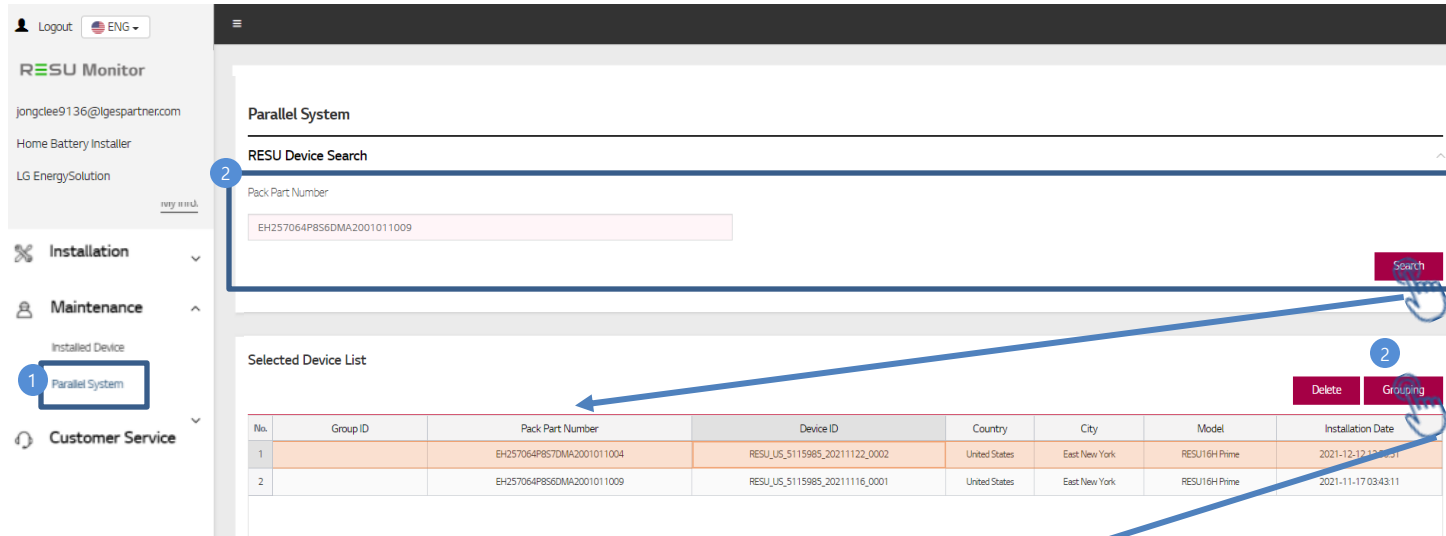
Photos - Serial Number QR

Photo Name	Download
2112151630305236934412948958550.jpeg	Download
2112151630424508239592634812831.jpeg	Download
2112151630551398141499691546972.jpeg	Download

Photos - Installation

Photo Name	Download
21121516311124869351223525621.jpeg	Download

- To view the list of installed batteries, click 'Installed Device'.
- You can search the battery by filtering country, city, model, and installation period.
- You can also download the list of searched batteries in a CSV file.
- To view the battery status and the Pack Part Number, click 'View' for 'Battery Status'.
- To view the battery cycle data received from the server, click 'View' for 'Battery Data'.
- If you have chosen to agree only to the Required field of the User Agreement, this data will not be visible because the periodic data will not be collected.
- To view or download the photos uploaded during the 'UPLOAD PHOTO' step of the installation process, click 'View' for 'Photo'



No.	Group ID	Pack Part Number
1	NA_US_5115985_0001	EH257064P8S7DMA2001011004
2	NA_US_5115985_0001	EH257064P8S6DMA2001011009

1. To group two or more devices for a parallel system, click 'Parallel System' under the 'Maintenance' menu.
2. Enter the Pack Part Numbers of the batteries you want to group together and click 'Search'
 - The searched batteries will be added to the 'Searched Device List'.
3. Click 'Grouping', and a Group ID will be issued.

1. Click 'Service Contact' under the 'Customer Service' menu to see the Customer Service contact information by region.

The screenshot shows the RESU Monitor interface. On the left, there is a navigation menu with 'Customer Service' highlighted. The main content area displays the 'Service Contact' page with a table of contact information for various regions.

Service Contact		
HQ (KOR) / Other Regions	Address	29, Gwahaksaneop-3-ro, Oksan-myeon, Heungdeok-gu, Cheongju-si, Chungcheongbuk-do, South Korea
	Email	essservice@lgensol.com
US	Address	19481 San Jose Ave City of Industry, CA 91748, U.S.A
	Telephone	+1 888 375 8044
	Email	help@etssi.com
Europe	Address	LG Chem Service, E-Service Haberkorn GmbH, Stolberger Str. 25, 06493 Harzgerode, Germany
	Telephone	+49 (0) 6196 5719 660
	Email	lgchem@e-service48.de
Europe(Italy)	Address	LG Chem Service, Soirec srls Via Keplero, 6
	Telephone	+39 02 82397609
	Email	assistenza@lgresu.eu
Australia	Address	Unit 12, 35 Dunlop Road, Mulgrave VIC 3170, Australia
	Telephone	+61 1300 178 064
	Email	essserviceau@lgensol.com