Technical Note – Safe Operation Mode after 90 days Cloud disconnection

1. Introduction

To maintain operational integrity and to extend the warranty period, Sigenergy devices require a persistent connection to the Sigen Cloud. A prolonged loss of connection may result in the failure of essential firmware upgrades and safety checks. Under these circumstances, systems will automatically switch to a Safe Operation Mode with a conditional impact on product warranty. For specific warranty terms, please refer to the warranty manual.

Applicable Products: SigenStor and Sigen Hybrid Inverter SP2&TP2 with Sigen Battery

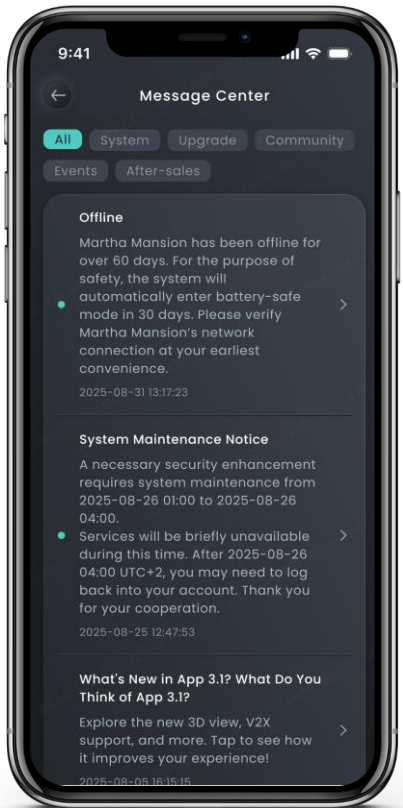
2. Transition of Operation Mode after Disconnection from Cloud

The system provides the following escalation path for cloud disconnection:
Notification Method: Alerts are sent via the **mySigen APP and email.**
Notification Schedule: Notifications are triggered on the 1st , 30th , 60th , and 90th day following the disconnection.

- Normal Operation Mode
- Cloud Disconnection
- Notification on 1st day after disconnection
  Normal operation mode
- Notification on 30th day after disconnection
  Normal operation mode
- Notification on 60th day after Disconnection
  Normal operation mode
- Notification on 90th day after disconnection
  Normal operation mode
- Safe Operation Mode

example

mySigen App Message Center



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3. Operation Mode Introduction

Cloud connection provides diverse and long-term stable system operation. If the disconnection persists beyond **90 consecutive days**, systems will automatically engage in Safe Operation Mode for safety.

	Normal Operation Mode	**Safe Operation Mode**
EMS modes	Self-Consumption Sigen AI Mode Time-based Control Fully Feed-in to Grid Remote EMS Mode VPP NBI Automation	Self-Consumption Time-based Control Fully Feed-in to Grid Remote EMS Mode Automation **(offline sections)** *The rest EMS modes will switch to Self-Consumption Mode after disconnection.*
Parameter setting	Remote setting via Cloud	*Local Access of limited setting
Battery Charge/Discharge	Nominal power	**Nominal power** (Min. Cell Temp. >10°C and Max. Cell Temp. <45°C) **70%** nominal power (Min. Cell Temp. <10°C or Max. Cell Temp. >45°C)
SOC range	0%-100%	**10%-90%**
Overload capacity (backup)	1.5 times nominal output power (10 seconds)	**1.5** times nominal output power (10 seconds) (Min. Cell Temp. >10°C and Max. Cell Temp. <45°C) **1.05** times nominal output power (10 seconds) (Min. Cell Temp. <10°C or Max. Cell Temp. >45°C)
Monitoring	Cloud monitoring of all data	*Local Access of limited data
Safety protection	Local protection covering all faults on Alarm List Cloud BMS monitoring	Local protection covering all faults on Alarm List
Software update	Continuous updates *Regular OTA updates for latest features and performance optimizations*	No updates

*The functionality of Local Access will be subject to continuous optimization. Please refer to the applicable mySigen APP User Manual for specifics on functionality.

4. Connection Recovery

Full functionality is reinstated automatically and immediately upon reconnection.

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