2.1 ESYSunhome has established a global data maintenance center on Amazon Cloud, enabling real-time notifications for device anomaly alerts, which aids in keeping equipment operating smoothly. For device maintenance, over 60% of issues can be resolved through remote debugging. Our platform also supports remote OTA (Over-the-Air) updates, covering collectors, inverters, and batteries, ensuring that all equipment runs with ESYSunhome’s latest technology.

In addition, we provide an AI Mode to deliver extra value to our users. Leveraging a sophisticated AI model, AI Mode deeply analyzes household electricity usage patterns, electricity price fluctuations, and real-time weather data. ESYSunhome Cloud then tailors a customized energy management plan, enabling users to maximize savings on electricity costs. Users also have the flexibility to personalize their AI Mode based on their individual usage habits.

2.2  
This section does not involve IoT; please consult other colleagues for additional information.

2.3  
In terms of IoT, we utilize advanced AI intelligence to offer users optimal energy planning that maximizes savings on electricity expenses, providing significant value.

2.4  
Compared to competitors, ESYSunhome offers a range of smart accessories, such as smart plugs, smart switches, and smart meters. Customers can select and install these devices based on their specific smart home needs, creating a fully integrated smart home energy storage solution.

2.5  
From an IoT perspective, we manage the entire life cycle of software design, development, and testing, including developing the capability for remote OTA upgrades for energy storage systems. For maintenance, we provide fault alerts and supply timely and accurate device information to operational staff.

For hardware product R&D and manufacturing, please refer to other colleagues for further information.