

Pre-Delivery Notice for BYD HVB / HVS+ / HVM+

Dear Valued Partners,

Thank you for your continued trust and support of BYD Energy Storage!

With the upcoming launch of our new generation products — Battery-Box HVB, HVS+, and HVM+ — we would like to highlight some key updates and actions required to help you achieve faster installation, easier maintenance, and an overall better experience.

1. New Digital Ecosystem – BYD Energy App

To simplify system setup and long-term management, we have introduced our next-generation digital platform — the **BYD Energy** App — which shall be used for the HVB, HVS+, and HVM+ batteries.

> The BYD Energy App requires the **BYD Smart WiFi/LAN Module** (included in the BCU package) for pairing.

Key advantages:

- Faster commissioning and remote firmware updates, reducing on-site service time.
- Real-time monitoring of battery status, charging levels, and system health — anytime, anywhere.
- Optimized for both installers and owners, offering a clear and secure user interface for data and energy tracking.
- Seamless connection through Bluetooth (for local setup), Wi-Fi and Ethernet (for cloud access).

Please search for “**BYD Energy**” in Google Play (Android) or the App Store (iOS) to download.

For installers and owners who are using previous products, please note that the Be Connect 2.0 App will continue to receive long-term maintenance and support. You can keep using it with confidence.

2. Authorization management and Data Security

Our BYD Energy App follows the EU GDPR (General Data Protection Regulation) privacy principles and includes two roles: Owner and Installer.

To allow installers to perform remote monitoring and maintenance, owners must register and explicitly authorize their installers in the “Authorization Management” section of the App. This controlled authorization process ensures data protection and compliance while enabling efficient remote service. We appreciate your understanding and cooperation in following this secure procedure.

3. Installation Guides – Always Stay Updated Online

For installation of HVB, HVS+, and HVM+ systems, please always refer to the latest online Quick Start Guides and videos.

> Note: The printed manual included in the product package may not always reflect the latest updates due to the inevitable production timeline of physical materials. We regularly update the online versions to ensure you have the most accurate and optimized information available. We appreciate your understanding of this timing difference and strongly recommend checking the online guides before installation.

HVB/HVS+/HVM+ Quick Start Guides

https://www.bydenergy.com/productDetail?locale=EN&type=CN&name=Battery-Box%20HVB&id=99&pageContentType=PRODUCT_CATEGORY_ENERGY

HVB installation video

https://www.bydenergy.com/productDetail?locale=EN&type=CN&name=Battery-Box%20HVB&id=99&pageContentType=PRODUCT_CATEGORY_ENERGY

HVS+/HVM+ installation video

https://www.bydenergy.com/productDetail?locale=EN&type=CN&name=Battery-Box%20HVS%EF%BC%8B&id=100&pageContentType=PRODUCT_CATEGORY_ENERGY

To view other product documentation, please visit our brand new official website BYD Energy storage: <https://www.bydenergy.com/energy-storage?locale=EN>

4. Installation tools and Commissioning / Guideline Reference

- **Hydraulic Crimping Pliers** – Prepare a **hydraulic crimping tool** with **6mm² and 10mm² hexagonal dies**. If you don't have one, we recommend the YQK-70, which includes both sizes.



YQK-70 Hydraulic Crimping Tool



Hexagonal Dies Set (6mm² and 10mm²)

- **Commissioning Document** – To maximize system performance, please make sure the firmware is updated and the battery remains online. Refer to the BYD Energy(Battery) Quick Operation Guide for detailed steps on firmware update and network configuration:

<https://www.bydenergy.com/smartEnergy?locale=EN>

• **Service Guideline and Checklist** – Please refer to the latest Service Guide and checklist at the following link, to find troubleshooting tips and best practices.

https://www.bydenergy.com/productDetail?locale=EN&type=CN&name=Battery-Box%20HVS%EF%BC%8B&id=100&pageContentType=PRODUCT_CATEGORY_ENERGY

5. Need Help?

Should you have any questions or run into issues during installation or setup, our technical support team is ready to assist you:

> Phone:

+49 9352 8523999(DE)

+44 (0) 2037695998(UK)

+34 91 060 22 67(ES)

+39 02 87368364(IT)

> Email: service@eft-systems.de

We encourage you to review these materials before installation to fully understand the new features and ensure a smooth start.

Thank you for partnering with BYD — we are committed to making every installation simpler, smarter, and more successful for you.

Best regards,

BYD Energy Storage

October 14th, 2025