

- No. Question
- 1

Which Version of Seplos BMS is available? V16 available?----**Yes,V16**
- 2

Is it possible to use CAN port and RS485 port for the JK BMS, if yes what is nessesary therefore?---**Yes,using CAN and RS485 port for JK BMS IS OK,JK will integrate CAN into the BMS, RS485 requires an external RS485 module**

What are the advantages and disadvantages of the PACE BMS. It is rarely used

**Advantages: PACE is widely used. Both power system and energy storage are ok. It is flexible and can modify the protocol according to customer requirements**
- 3

**Disadvantages: We don't have much experience in using it. So far, we only found that the operation of its host computer software is somewhat complicated**

Please provide a short compatibility list BMS to inverter for PACE, SEPLOS and JK. Everyone can then pick out his own configuration and is responsible for his choice.
- 4

**JK still has no specific reply, and the salesperson seems unable to determine which inverters are compatible with their BMS**

What are the performance data of the Pace BMS (max. continuous current, balancer current, etc.) can it easily switched into different protocols or do I need a firmware for each ?

**They have no English version specification. If you need to know any parameter, please let me know.**
- 5

**PACE does not recommend changing the protocol, it will be very complicated. It's better to fix that before ordering.**

Bluetooth commuication available for which BMS? JK / SEPLOS / PACE

**1.JK BMS has bluetooth**

**2.Seplos BMS:for V16 version,Its Bluetooth is integrated in the display**

**3.PACE BMS has no bluetooth**
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APP available for which BMS? JK / SEPLOS / PACE---**JK and PACE have no APP,with Host computer software;Seplos new version has APP**
- 8

When and from how many racks do you get a shipping cost advantage?---**Please refer to the shipping cost I sent**
- 9

JK BMS comes with active 2A Balancer?---**For 2A JK BMS,yes,with 2A active balance**

Can you provide a german CE Certificate? Declaration of conformity to avoid problems with the custom--**So sorry,we have no CE,If customers need many packs with the same specification, we can apply for the CE certificate for the battery pack (which requires additional cost and time)**
- 10

What is the estimated delivery time from order entry?
- 11

**It will take about 2 weeks to customize the cases, then assemble+test, less than 50 sets, about a month to ship out,then,about 60days to EU.**
- 12

Which cable AWG / mm2 is used for wiring inside the rack? Battery to Terminals?---**Our regular is 4AWG,25mm2**
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How are the Cells compressed? Amy told us to provide Video?--**I will**

How will the Heltec 5A active Balancer will work, communicate and operate together with Seplos BMS, even Seplos has ist own Balancer installed?

**To be honest, we have no such experience and need study that first.(BTW,Seplos has no active balance)**
- 14

Is the Neey V4 Active Balancer instead of the Heltec in Combination with Seplos / Pace BMS possible? Will it be configuered by you and ready to use ot of the box?

**Seplos said yes,that is ok;Till now,not got the reply from PACE yet.**
- 15

**Yes,if you need that,it will be configuered by us and ready to use ot of the box**

What do I need to do if I order through Alibaba?--**You need to register an Alibaba account first**
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I'm a private person, not a company. Can I register an Alibaba account?---**Yes,both are ok.**

I am from Europe and have no VAT account. Do I need to pay VAT fee?---**If the product amount of your order is 150 euros or less, Alibaba will charge VAT (20% of the total price); For orders over 150 euros,and DDP shipping, you will not need to pay VAT, our logistics company will handle that.**
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Do orders through Alibaba include trade insurance?---**Yes**

20 For grade B cells, have you tested their actual capacity?---**No.If we do so, we need to send the cells to a professional factory to test the capacity, which requires an additional cost,\$5/cell( if you need that,please let us know).But usually, when a new batch of grade B cells arrive, we will randomly select some ones to test that. According to our experience, the real capacity from the same batch is close.**

If my friend wants to order with me together, send to the same address, but pay separately, what should we do?----

**If pay by credit card, for smooth payment (the billing address had batter be consistent with the order address),I suggest you register the Alibaba account separately,then I will use your billing address to draft these orders, and then mark the shipping address in the remarks;**

21 **If pay by TT, one Alibaba account is OK. I will draft orders for each one, and then,you can pay to the account provided by Alibaba separately.**

22 What else do I need to do after placing the orders?Do I have to pay import duty when the package arrives?---**After you pay, you only need to wait for our updates and the arrival of the order. For DDP shipping, you do not need to pay any tax.**

23 How long can I receive the battery pack/packs?---**Customized case+assembly+test, about 3 weeks. For shipping by sea, it will take about 2 months to arrive in Europe, so,it will take about 3 months in total,from you place the order to receive.**

24 Will I get a tracking number?---**Yes, we will send you tracking information. The tracking number will not be updated until the order arrives at the destination port and customs clearance is completed. Before that, if you want to know the specific status of the order, please feel free to contact us. Our logistics company can check that.**