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FEMS App Time-of-Use Tariff (LUOX Energy)

Version:2025.10.1

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Dear customer,

Thank you for choosing the "FEMS App Time-of-Use Tariff".

The following instructions describe how to install and configure the FEMS App Time-of-Use Tariff in compound with LUOX Energy.
You are welcome to send us your suggestions so that we can further improve the quality of our products.

1. FEMS App Time-of-Use Tariff (LUOX Energy) — Description

The FEMS App Time-of-Use Tariff (LUOX Energy) enables the use of the FEMS App Time-of-Use Tariff in conjunction with the provider LUOX Energy.

1.1. Compatibility:

Country | System	Industrial S	Industrial L	Industrial XL
Germany	✅	✅	✅

Table 1. Compatibility: LUOX Energy / Industrial

Country \ System	Symphon-E
Germany	✅

2. Installing the app

When you ordered the "FEMS App Time-of-Use Tariff (LUOX Energy)", you received a 16-digit license key. You can use this license key to redeem the app independently in the EMS App Center.

You can find instructions on how to proceed at this link: here.

The app is configured during installation.

2.1. Configuration

1. The following window is displayed during installation, in which you can also set the *Maximum grid withdrawal by storage loading*:

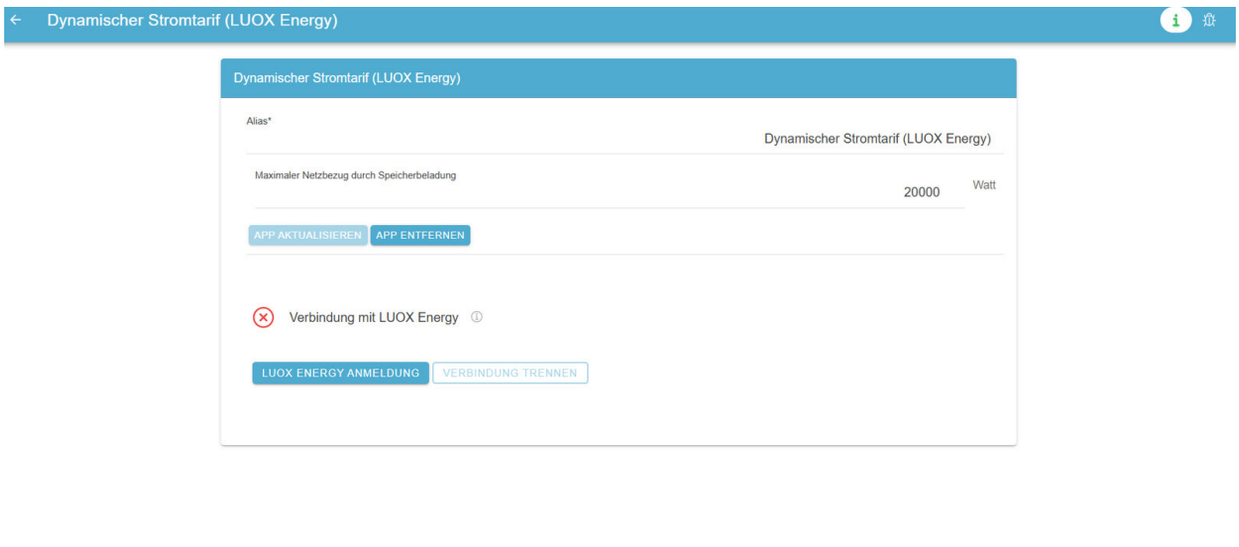


Image 1. Configuration of the app

2. Immediately after installation, there is **still no connection** to LUOX Energy.
3. Click on *LUOX ENERGY REGISTRATION*. You will be redirected to the following website:

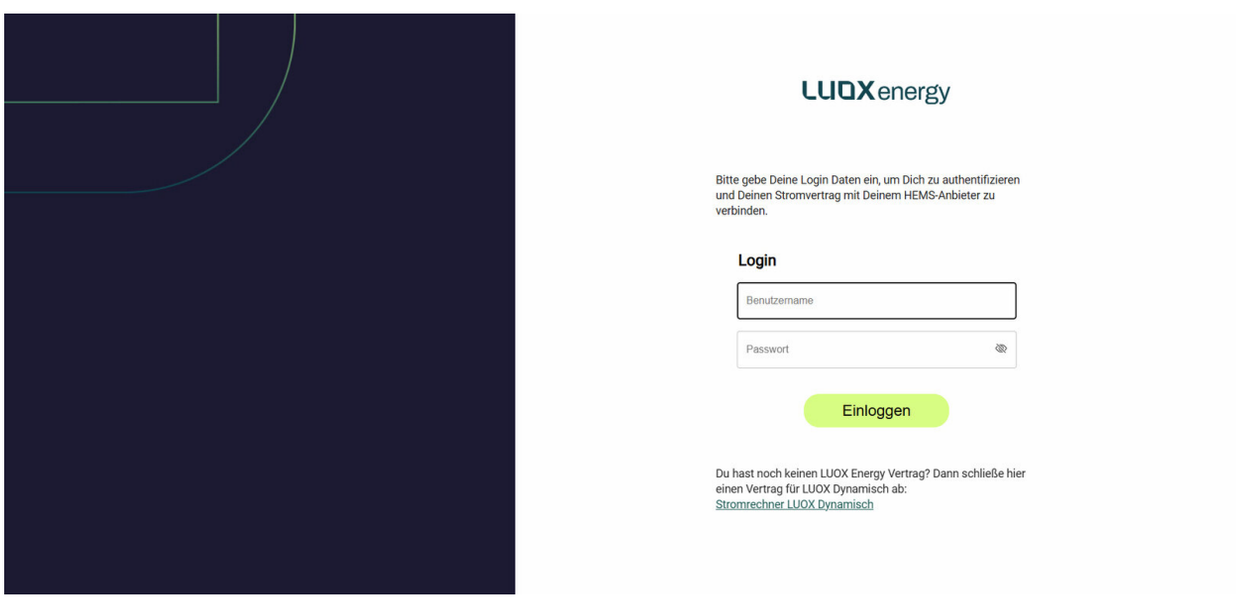


Image 2. OAuth login at LUOX Energy

4. After logging in to LUOX Energy, the connection is established:

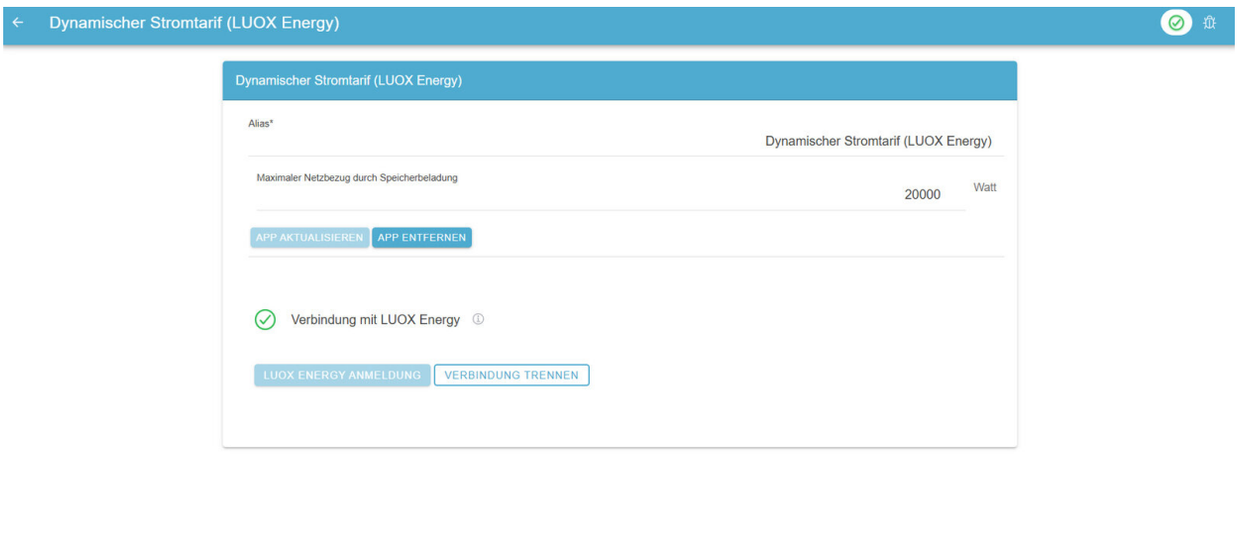


Image 3. Connection to LUOX Energy established

5. The following flat widget is now displayed in your FENECON Online Monitoring:

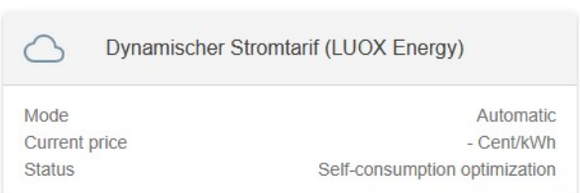


Image 4. Time-of-Use Tariff/LUOX Flat Widget

6. Click on the flat widget to open the expanded view:

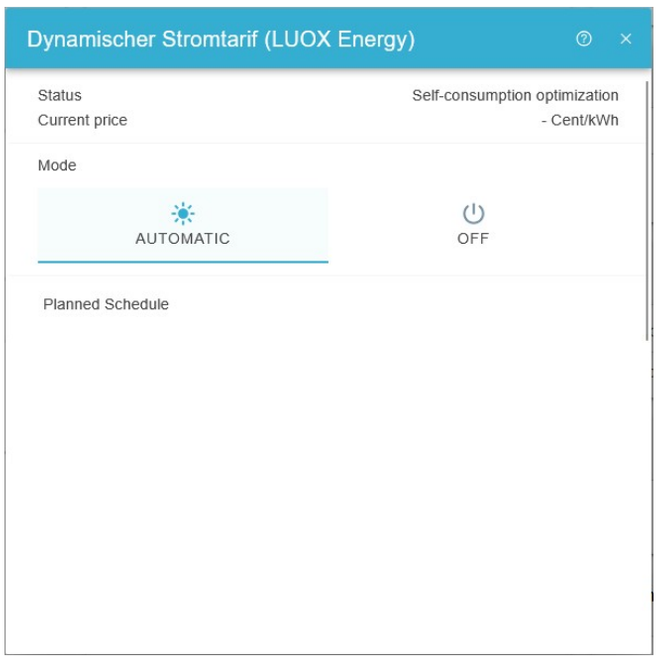


Image 5. Time-of-Use Tariff/LUOX-Widget — Advanced

7. This completes the configuration.

3. Contact us

For support, please contact:

Symphon-E Service

Service phone: +49 (0) 371 45 85 68 - 100

E-mail service: symphon-e@heckert-solar.com