

GivEnergy®

Welcome pack



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Great choice – you’ve gone for smarter energy management with GivEnergy.

Your battery storage system, complemented by any additional GivEnergy products you’ve added to your ecosystem, will empower you to:

- ✔ Store green energy – either from renewables, and/or from the grid via off-peak tariffs
- ✔ Use that stored energy to cheaply and cleanly power your home
- ✔ Cut both your energy costs and your carbon emissions

We’re sure you’re keen to maximise the savings headed your way. So, we’ve put together this welcome pack designed to familiarise you with your new system.

The GivEnergy mission:

Empowering energy freedom for all

The GivEnergy vision

To create a reliable and accessible smart ecosystem to reduce energy costs and environmental impacts, through education, technology and data

Note: For the first 24 hours after its installation, your system may not operate as expected. All you need to do during this window is leave the system alone while it performs its first calibration.

85%

POTENTIAL ENERGY BILL SAVINGS PER YEAR

>300kg

/P.A. AVERAGE CARBON EMISSION REDUCTION PER HOME

93%

ELECTRICITY ROUND TRIP EFFICIENCY



The GivEnergy system is a great product at a great price, there’s great customer service, great warranty and it’s easy to install.

G. Bishop



Welcome to a world of **clean energy**

Reduce your energy bills

Installing a GivEnergy home battery is a game-changer for your energy bills. Charge the battery when energy is cheap, then use your stored energy during expensive hours.

Take back control

Our battery storage system gives you control. You've got energy stored up, which means you can manage it efficiently. So, you're less reliant on your energy supplier and their peak charges.

Build a sustainable future

Do your bit towards a net zero world. Smarter energy management is an environmentally responsible move that reduces your carbon footprint.

Track, analyse, and optimise

Our solutions don't just store energy – they help you strategise. Our portal and app give you all the data you need to monitor your system and continue reducing your spend.

Maximise self-consumption

Instead of sending excess energy from any renewable sources back to the grid – capture it and capitalise on it for your own use.

Achieve grid neutrality

Your system is configured for grid neutrality. So, it will import and export as little energy as possible through smart management of renewables.



Meet **your system**



Inverter

The brains of your system, connecting any renewables, batteries, the grid, and the home. It will also smoothly convert energy from DC to AC for use with your household appliances.



Battery storage

Where your energy supply is stored, to discharge into the home and/or into your EV. With inbuilt smart algorithms, your battery will make the most of variable rate tariffs to charge and discharge at the most cost-effective times.



EV charger

An adaptive solution that can take power from your preferred source – grid, renewable, or battery. You can schedule your charging for the cheapest, cleanest off-peak energy.



Energy import/export

Your system works in a circular economy with the grid. It will import energy if your demand is higher than your generated power, and export energy if you've generated a power surplus. Based on your tariff, you can even make money selling energy back to the grid.



Generation source

As well as working as standalone systems, our battery storage solutions are compatible with solar, wind, and hydro. Here, your system will convert captured renewable power into usable electricity.



How your system **will operate**

Regardless of the specific inverter and battery model you use, the standard logic for all GivEnergy battery systems remains the same.

- Your system will store excess generation in the battery. This energy will then be discharged to meet demand when required. This prevents you having to import energy from the grid – saving you money in the process.
- If your demand is higher than the power available from the battery and generation, the system will draw power from the grid and charge you at your energy provider's rate.

If you want to make any changes to this logic, do so through the **GivEnergy portal**.

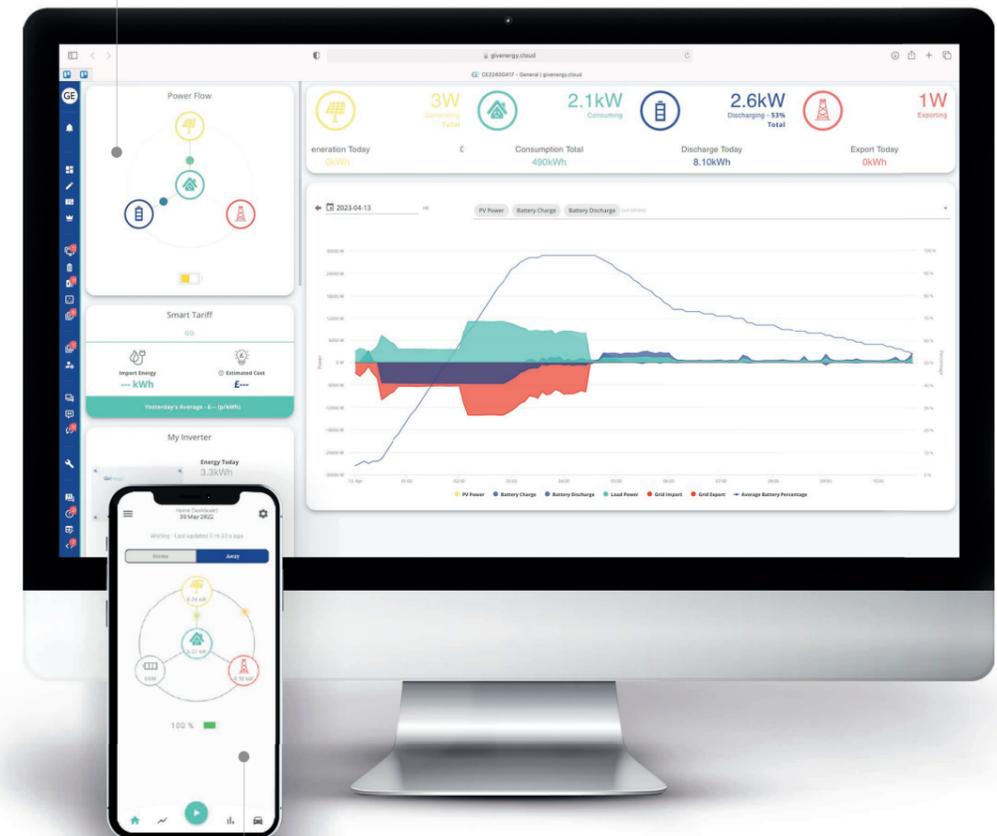


How your system **is managed**

We offer best-in-class software to put efficient, ongoing energy management in your power.

GivEnergy portal

Our monitoring portal allows you to remotely manage your system via a clean, easy-to-use interface. You get complete control, up-to-the-minute visibility, and granular data insights.



GivEnergy app

A lighter-weight companion to our powerful monitoring portal, the GivEnergy app is built for quick, easy access to your system on the move.

Understanding your **hybrid inverter**

A solar and battery inverter in one unit. Typically used for new solar projects and for standalone battery installations.



Solar PV

When solar PV generation is detected, the inverter will indicate the energy is being converted from DC to AC energy and can be used within the property.



Battery

When the battery is being charged, the arrows will point towards the battery pack. When the battery is discharging, the arrows will point towards the inverter.



Home demand

This is a calculation made by our smart energy management system and is lit up when a load is detected within the property.



Grid

When energy is being imported from the grid, the arrows pointing towards the centre will be lit. When energy is being exported to the grid, the arrows pointing towards the grid will be lit.



Inverter status

- **Green (solid)**
Normal
- **Green (flashing)**
The system is in waiting
- **Yellow**
Communications issue
- **Red**
Fault (contact GivEnergy)



Meter

An electrical meter is another standard inclusion in your GivEnergy package. It collects data to display energy values and provide monitoring points for our system.



Isolator

An DC isolator switch comes rolled in as a standard part of your GivEnergy system. This is an electrical safety device that automatically disconnects itself in the event of a fault.

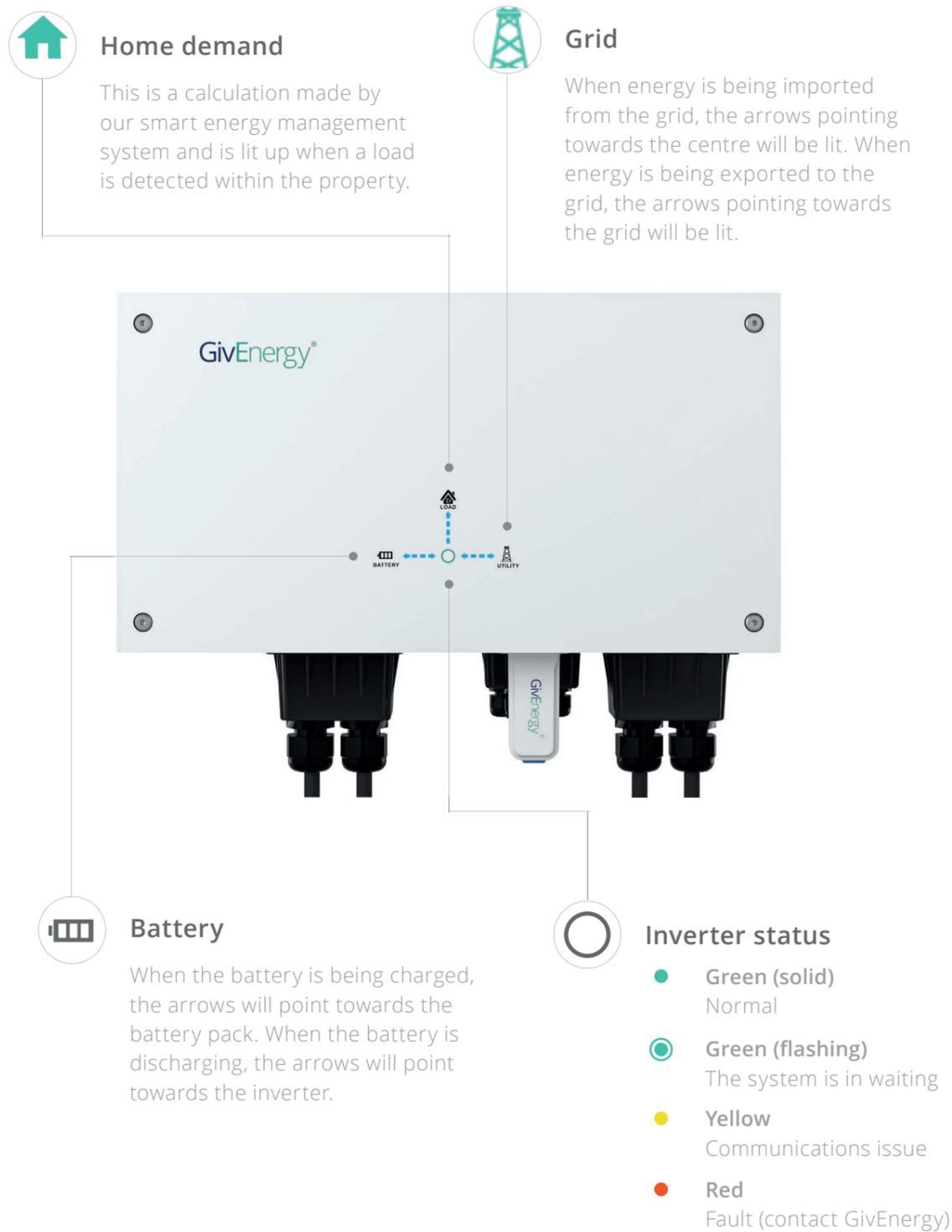


Dongle

Using an inverter without WiFi built-in? In this case, our dongles are supplied to give your devices internet access, enabling smart integration and data sharing. They're available in WiFi and 4G.

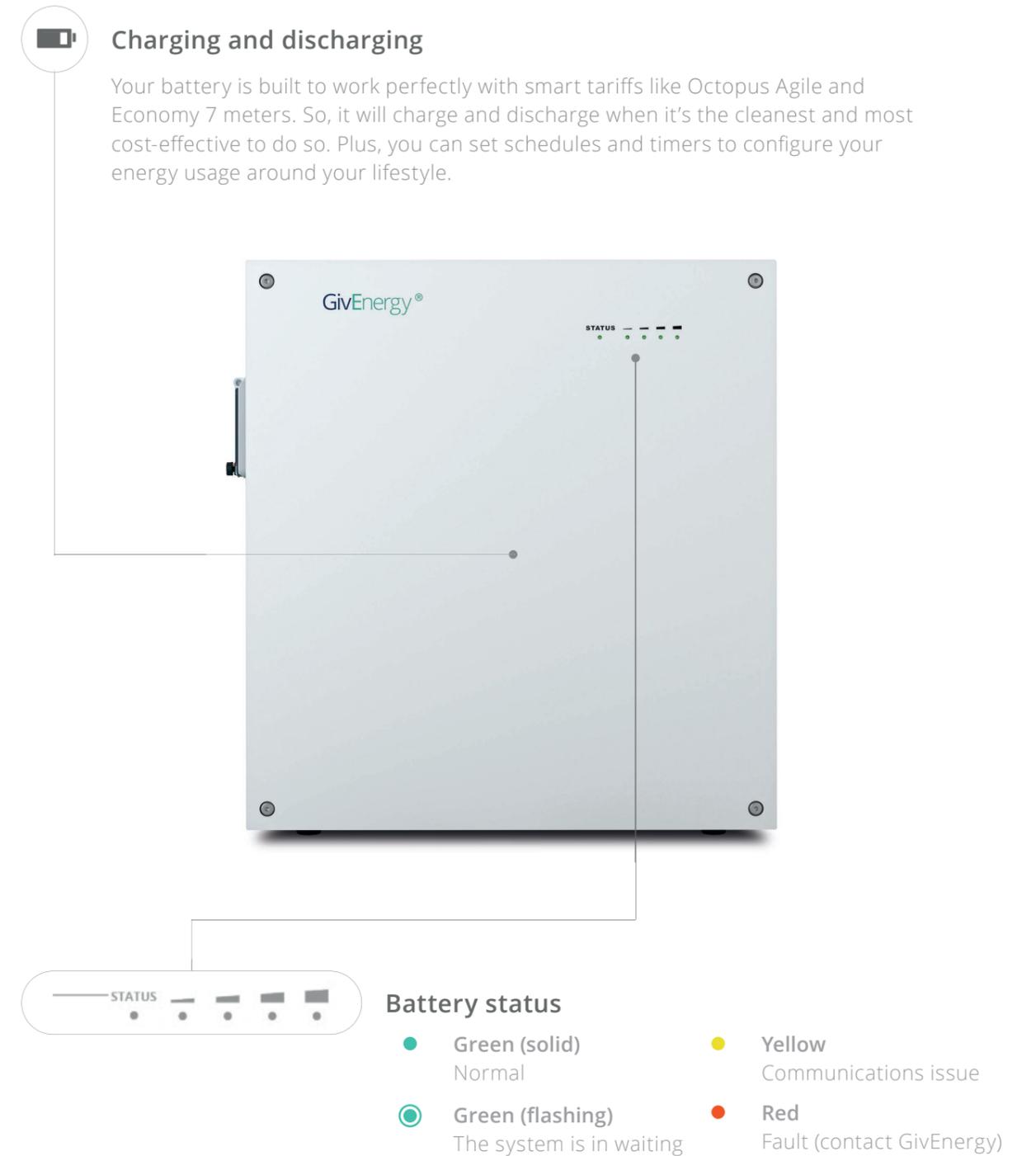
Understanding your AC coupled inverter

A standalone battery inverter. Typically used for homes looking to add storage to an existing solar array and for homes using wind or hydro power.



Understanding your battery

The energy storage partner to your inverter. Comes in an array of different power capacities to meet the needs of any home.



Understanding your All in One

A battery and an inverter in one integrated product
 – removing the need to install the two separately.



Grid
 When energy is being imported from the grid, the arrows pointing towards the centre will be lit. When energy is being exported to the grid, the arrows pointing towards the grid will be lit.

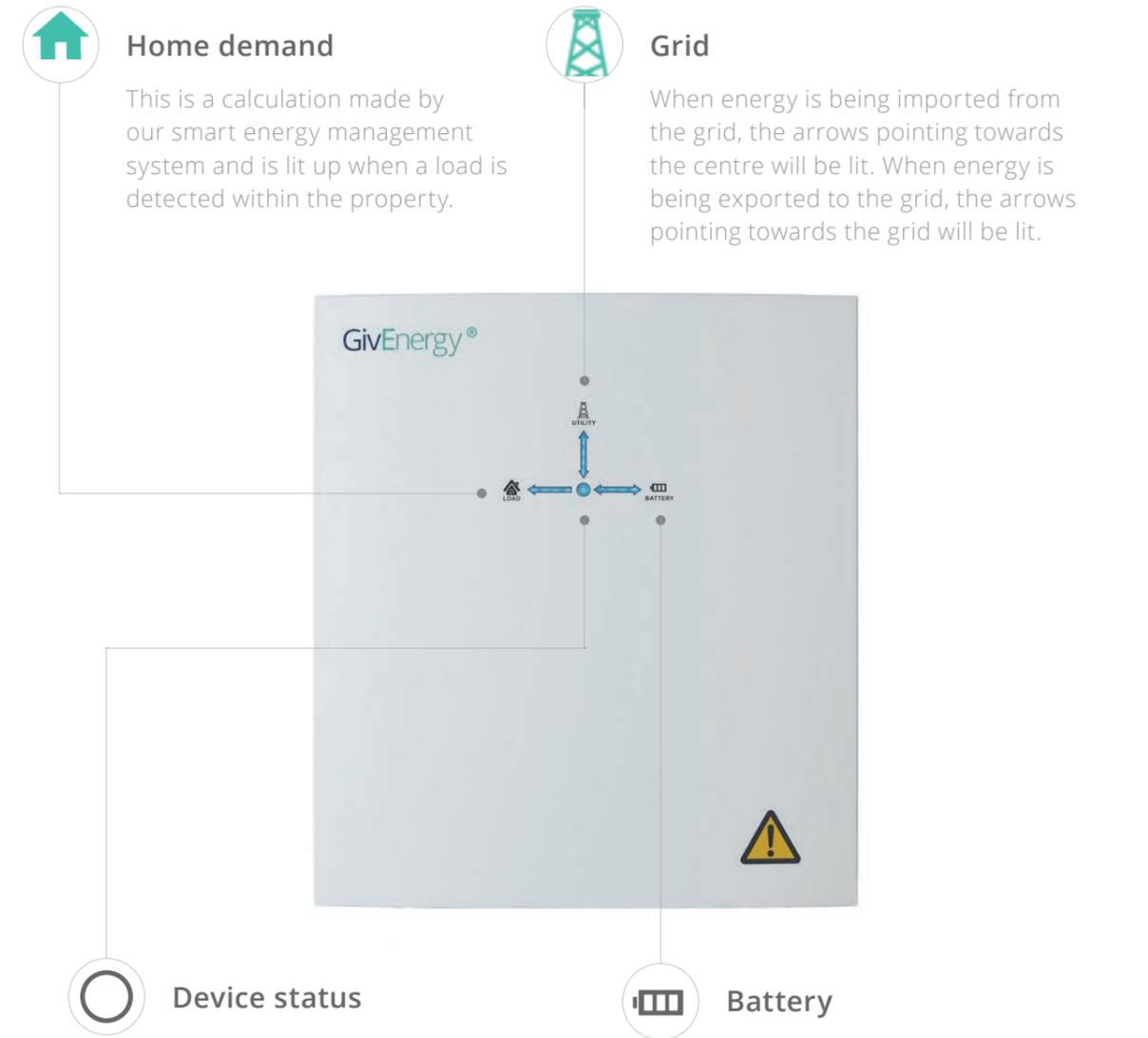
Battery
 When the battery is being charged, the arrows will point towards the battery pack. When the battery is discharging, the arrows will point towards the inverter.

- Device status**
- **Green (solid)**
Normal
 - **Green (flashing)**
The system is in waiting
 - **Yellow**
Charging or discharging error (reboot the unit)
 - **Red**
Fault (contact GivEnergy)
 - **Green/Red (flashing)**
Firmware upgrade

Home demand
 This is a calculation made by our smart energy management system and is lit up when a load is detected within the property.

Understanding your Giv-Gateway

A companion gateway to the All in One, providing a backup power supply during outages.



Home demand
 This is a calculation made by our smart energy management system and is lit up when a load is detected within the property.

Grid
 When energy is being imported from the grid, the arrows pointing towards the centre will be lit. When energy is being exported to the grid, the arrows pointing towards the grid will be lit.

- Device status**
- **Green (solid)**
Normal
 - **Green (flashing)**
The system is in waiting
 - **Yellow**
Charging or discharging error (reboot the unit)
 - **Red**
Fault (contact GivEnergy)
 - **Green/Red (flashing)**
Firmware upgrade

Battery
 When the battery is being charged, the arrows will point towards the battery pack. When the battery is discharging, the arrows will point towards the inverter.

Understanding your EV charger

An optional part of our ecosystem. It can be installed at the same time as your GivEnergy battery storage system, afterwards as you continue your smart energy journey, or simply as a standalone product.



EV charger status

- **Green (solid)**
Charging
- **Green (flashing)**
Charging ready
- **Yellow**
Communications issue
- **Blue (solid)**
Communications issue
- **Blue (flashing)**
Communications issue
- **Red**
Fault (contact GivEnergy)

To charge your EV:

- Ensure that the vehicle is turned off, and the EV charger is switched on
- Plug the charging cable into the charging socket on the electric vehicle
- Start charging either by swiping your RFID card across the RFID reader on the charger unit, or via your GivEnergy app

To stop charging your EV:

- Charging will automatically stop when the electric vehicle is fully charged, or hits the desired percentage
- To manually stop a charge, you can either swipe your RFID card across the RFID reader on the charger unit while charging, or press 'Stop Charging' on your GivEnergy app
- Remove the charging cable from the charging socket of the electric vehicle and replace it back onto the unit

Understanding your smart plug

An optional part of our ecosystem, allowing you to easily manage home devices by connecting them to the GivEnergy app and monitoring portal.



Setting up your smart plug

1. Log in to the GivEnergy app with your account details
2. Click the menu and navigate to 'Smart Devices'
3. Accept the core locations pop-up needed for device connection
4. Add your WiFi network and input the requested info
5. Navigate to WiFi settings
6. Connect to the plug's hotspot that starts with 'SmartLife'
7. Navigate back to the GivEnergy app and press 'Search for Device'
8. Once paired, input the device's serial number and verification code (located on the back of the leaflet)
9. Click the device's icon to navigate to 'Device Control'
10. The device is now ready to use

Understanding your GivEnergy Portal

Exercise full control over your energy usage. The GivEnergy portal allows you to monitor, manage, and analyse your system in the cloud.

Logging in to your account

1. Access the GivEnergy portal via: www.givenergy.cloud
2. Your installer will set up your GivEnergy account after completing the product installation
3. Follow the instructions in the automated email you receive to create your password and log in to your account
4. Once inside, start customising and controlling your system as required



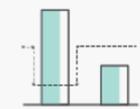
Power flow

A visualisation of the power produced and the direction of flow to and from your home.



Home flow

Display your home flows, including additional products such as EV chargers, smart plug connected devices, etc.



Smart tariff

Input or select a tariff, displaying your tariff price vs estimated cost per day, week, month and year.



Power graph

Display your solar, home, battery, and grid usage in an easy-to-read format.



Weather integration

Receive real-time weather forecasts to plan your future energy usage.



Solar power forecast

Predict your solar generation for the next 7 days with SOLCAST-compatible integrated solar forecasting.



My inverter

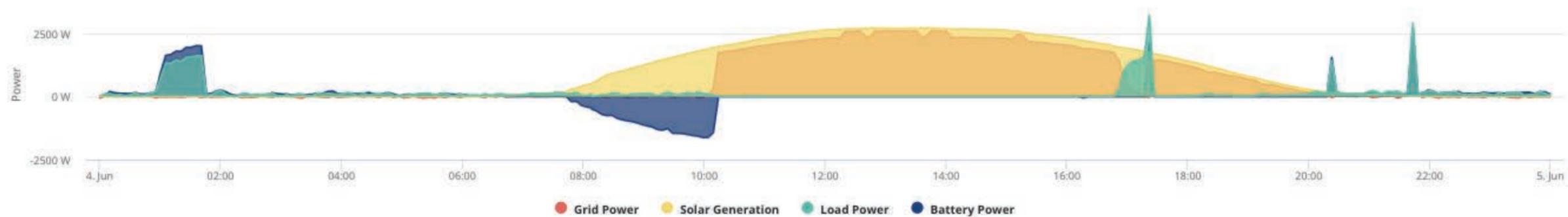
View and control your smart home storage system.

Understanding your data

The daily power graph shows your property demand, solar PV generation and battery usage, monitored via the GivEnergy portal.

Power graph with battery

The property demand is being met with the stored energy from the battery in the morning and evening.



Battery power

The amount of power in (below 0W), or out (above 0W) to the battery



Grid export

The amount of power exported back to the grid



Grid import

The amount of power imported from the grid



Demanded power

The amount of power your property is using



PV power

The amount of power being generated in your property



Battery percentage

The level of charge in your battery

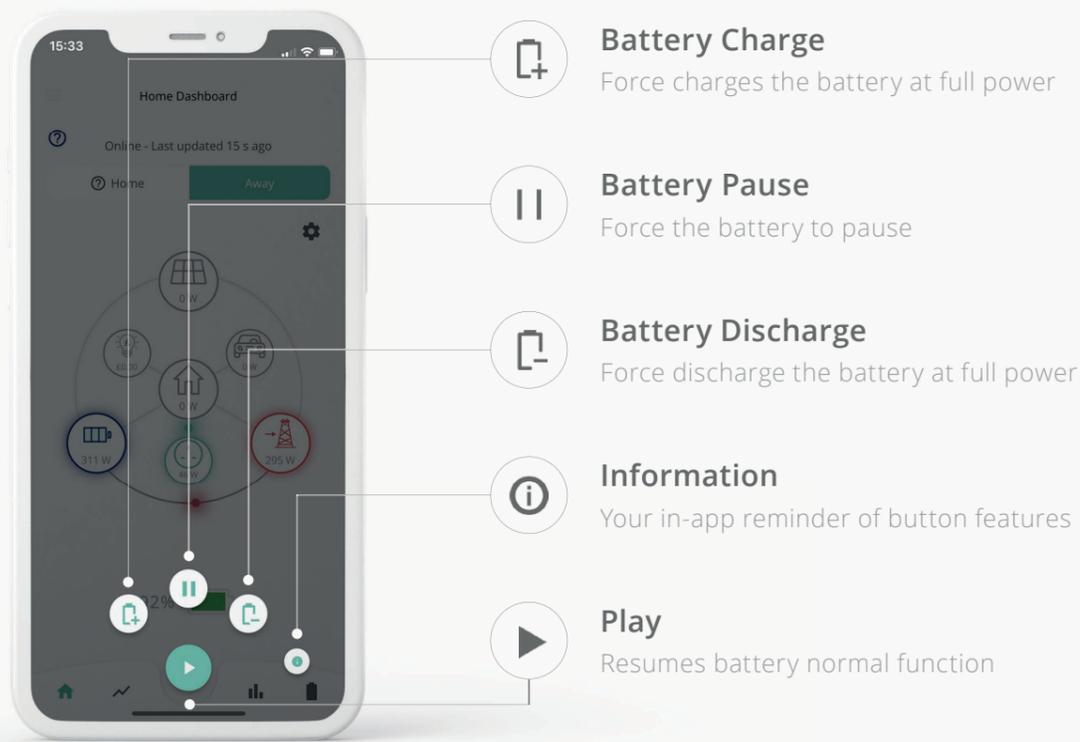
Understanding your GivEnergy app

Monitor and manage your energy usage from your smartphone. The GivEnergy app allows you to easily check in on your home energy system – as well as making any ad-hoc changes at the tap of your screen.

Logging in to your app

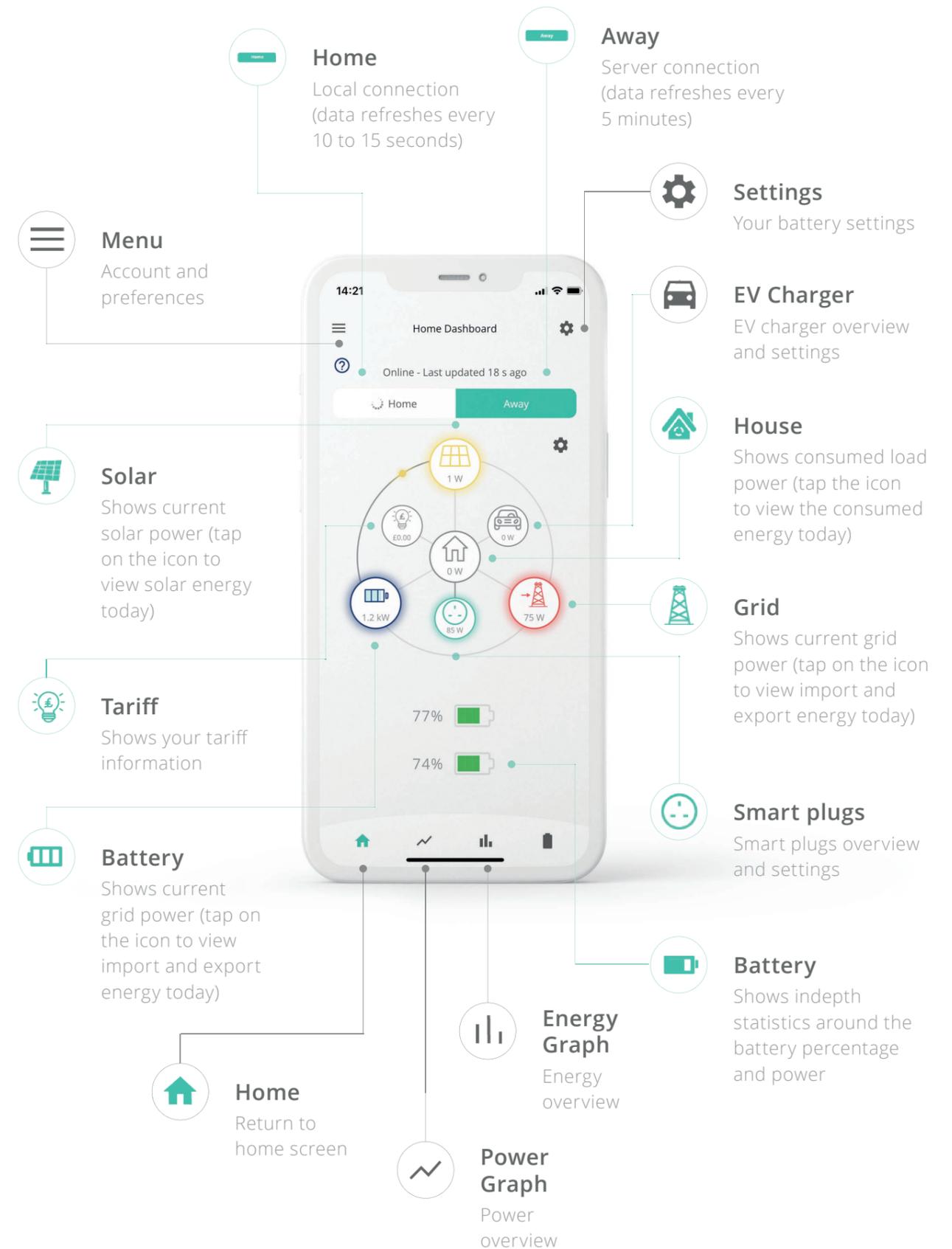
1. Download the GivEnergy app for free, via Google Play or the App Store
2. Use the same login details you use for the portal to access your unique GivEnergy account
3. Once inside, you can start controlling your energy usage on the go

Getting to know your app buttons



Please note: a full guide to the GivEnergy app is available in our [knowledge base](#).

Getting to know your app buttons and GivEnergy Dashboard



Getting the most out of **your system**

✔ Let your battery settle

It's a smart practice to leave your battery alone for the first 24 hours after its initial installation, while it performs its first calibration.

✔ Set your system to ECO

Your system will be set to ECO by default. This ensures that the system works dynamically to maximise your self- consumption.

✔ Keep your battery topped up

Keep the battery topped up from the grid during the early hours of the morning. This will help to maintain the battery's efficiency. The energy can then be used later on when prices are more expensive. Here, it's also worth noting that your battery will look after itself by never hitting 0%. Instead, it will automatically pull from the grid if charge drops below 4%.

✔ Keep an eye out for updates

Firmware updates help keep your system in good shape. Keep an eye out for these in the GivEnergy portal.

✔ Store your battery correctly

If fitted indoors, your battery should be placed away from direct heat sources. When outdoors, it should be housed beneath a canopy. With any installation – indoors or outdoors – your installer should leave adequate clearance around the system for ventilation.

✔ Keep your battery at the right temperature

Your battery will operate normally from 0°C-50°C. Between 0°C -10°C, it will function with reduced operation. It's a good idea to charge any outdoors batteries from the grid overnight during severe winter weather, to help protect it from a temperature dip.

✔ Protect your warranty

Read through the information in your warranty carefully. Certain actions – such as a failure to use an approved installer, tampering with your system, housing your battery improperly, and trying to use incompatible third-party products – can void your warranty.

✔ Maximise your tariff

If you have an off-peak, Economy 7 or similar tariff, you can utilise this to the best of its capability. You can charge at cheap rate. Your battery will discharge when energy is more expensive, minimising your import from the grid. This is known as load shifting.



Getting in touch

Need support with your GivEnergy system?

We've got you covered. Our technicians are only ever a call away, and we have field engineers primed to step in as needed.

Get in touch with us on

01377 252874



Warranty information

We protect your investment. So, your battery system comes supplied with a full manufacturer's warranty:

✔ GivEnergy inverter

Comes with a 5 year standard warranty. You can pay to extend this to 10 years upon request from your installer, within 60 days of commission.

✔ GivEnergy battery pack

Comes with a 10 year standard warranty. Please see your specific battery warranty document for more information.

✔ GivEnergy accessories

Accessories such as our EV charger, voltage optimiser, and PV protect all come with a 5 year standard warranty.

Thank you for choosing GivEnergy

We're proud to be part of your clean energy journey

GivEnergy[®]

Work with the best in the energy management business

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