

## FAQs

# How can we help?

## Getting Started

### I'm interested in a system, how do I get started?

We suggest contacting an Installer which can be found [here](#) - they should be able to take your energy usage profile and calculate the best system size for you.

### I've heard that the 8.2kWh battery is being replaced by the 9.5kWh battery, is this true?

This is true, the 8.2kWh battery is due to be replaced by the 9.5kWh Gen 2 Battery.

### How can I become a GivEnergy Approved Installer?

A link to our online training course can be found [here](#). It is run every Tuesday at 10am and lasts for an hour and a half where you will gain knowledge on how to install our products. The course **must be** completed prior to installing any of our equipment.

### Can I install the system myself?

Yes, as long as you are a qualified and registered electrician and have completed our [Installer training course](#).

### Does your product work alongside EV Chargers and Water Diverters?

Yes, it does work alongside them. You will need to set an export threshold of >150V to ensure your battery can charge from export first. If you want an EV Charger or Water Diverter to use export first, a timed discharge period can be set.



# Product Options

## My electrical consumption is high, what are my options? (AC plant systems)

If using a 3-phase supply at the property, you can look to use either our commercial products or our AC Coupled inverter and battery per phase. For single phase supply's, you can use up to 3 AC Coupled inverters in parallel with a battery on each inverter to increase both power output and capacity.

## Does your system work in a power-cut?

Yes it does, some additional electrical work may be required. You can find more information [here](#).

## I already have a solar system, how do I add a battery?

If you already have a solar system and want to retain the inverter, you will want to use our AC Coupled system with batteries of your choice. Should you wish to change your existing solar inverter, it is possible to replace it with our hybrid inverter which is a combination of both solar and battery. When doing this, the EST provider must be contacted and permission given to change the inverter and a bi-directional FIT meter will be required.

## I have a FIT system and want to replace the inverter, how do I do it?

To replace the current inverter, you will first need permission from your FIT provider as it will likely require a change in the generation meter to a bi-directional meter.

## Can I have a system at a property without grid supply?

Unfortunately not, our inverters are grid tied and are not meant for permanent off-grid usage.

## How do I monitor the system?

You can monitor the system either on the GivEnergy App available on Google Play or App Store, or the [GivEnergy Monitoring Portal](#).

## Can I have more than one battery / inverter?

You can have up to 5 batteries per inverter. If you wish to increase the output power to the property, you can use multiple AC Coupled inverters with batteries connected to each. We do not recommend this for Hybrid inverters currently.



# Installation

## How much space do I need?

We recommend 40cm above and to the sides and 30cm below the inverter.

## How do I set up a WiFi dongle?

We have a guide to connecting the dongle which can be found [here](#).

## How to connect up the back-up power? (EPS)

We have a guide to connecting to the EPS which can be found [here](#).

## How do I commission a system?

In order to commission a system you need to have completed our [Installer training](#). Only Approved Installers can fit GivEnergy systems. Access to the GivEngineer App is provided upon account creation with any of our wholesalers.

# Aftercare & Troubleshooting

## I'm changing my WiFi, how do I reconnect to the new system?

A guide to reconnecting your WiFi can be found [here](#).

## My battery isn't charging.

If your battery has stopped charging, please check the green handle inbetween the inverter and battery. This will be labelled as GivEnergy and may be in the down position. If this has tripped, please contact your installer. Alternatively, you can try restarting the battery by pressing and holding the black button on the right hand side of the battery, press once to turn back on. For anything else, please call us on 01377 252 874 or email technical support on [support@givenergy.co.uk](mailto:support@givenergy.co.uk).



## Timezones.

Your timezone can be accessed under the end user account settings in the [GivEnergy Monitoring Portal](#). When signed in, go to **Account List > Edit Account Settings**.

## What do the lights mean on the front of my inverter and battery?

The ring in the middle is inverter status.

**Solid** = Normal (inverting power)

**Flashing** = Waiting. The system is waiting to do something but is not a fault.

**Red** = Fault, please contact GivEnergy Support on 01377 252 874 or email [support@givenergy.co.uk](mailto:support@givenergy.co.uk).

## I've got a problem, who do I contact?

Your first point of contact is your Installation company. GivEnergy support is also available should your installer not be able to assist with your query.

# Monitoring

## My App isn't showing any data.

If your App isn't showing any data, your system has likely lost access to the Internet. Please try restarting the router and check if the dongle under the inverter is flashing or solid. If this is still the same, you can try reconnecting it via the guide [here](#).

## Firmware versions - what are they and do I need them?

As with any technology, firmware improves the performance of your system! We make constant updates to our software and hardware capabilities where possible, therefore we always suggest keeping your system up to date. You can do this on the [GivEnergy Monitoring Portal](#) at **My Inverter > Inverter Information > Software**.

## Notifications and warnings.

You can find any issues your inverter or battery has logged on the [GivEnergy Monitoring Portal](#) in **My Inverters > Inverter Information Notifications**. If you are seeing warnings, please contact us at 01377 252 874 or email [support@givenergy.co.uk](mailto:support@givenergy.co.uk).

