

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

**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*



*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.*

# 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.



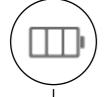
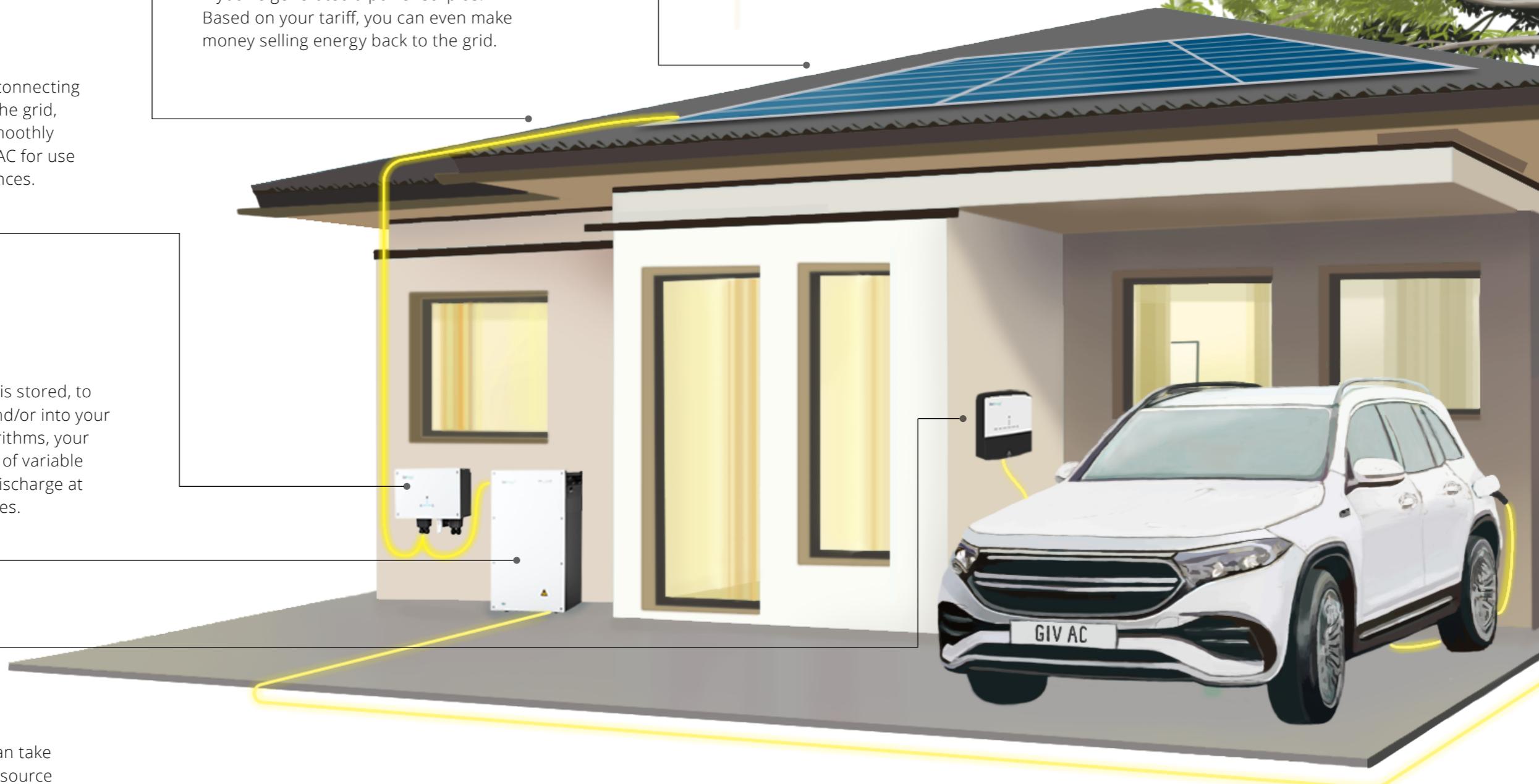
## Energy import/export

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.



## 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.

## 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.



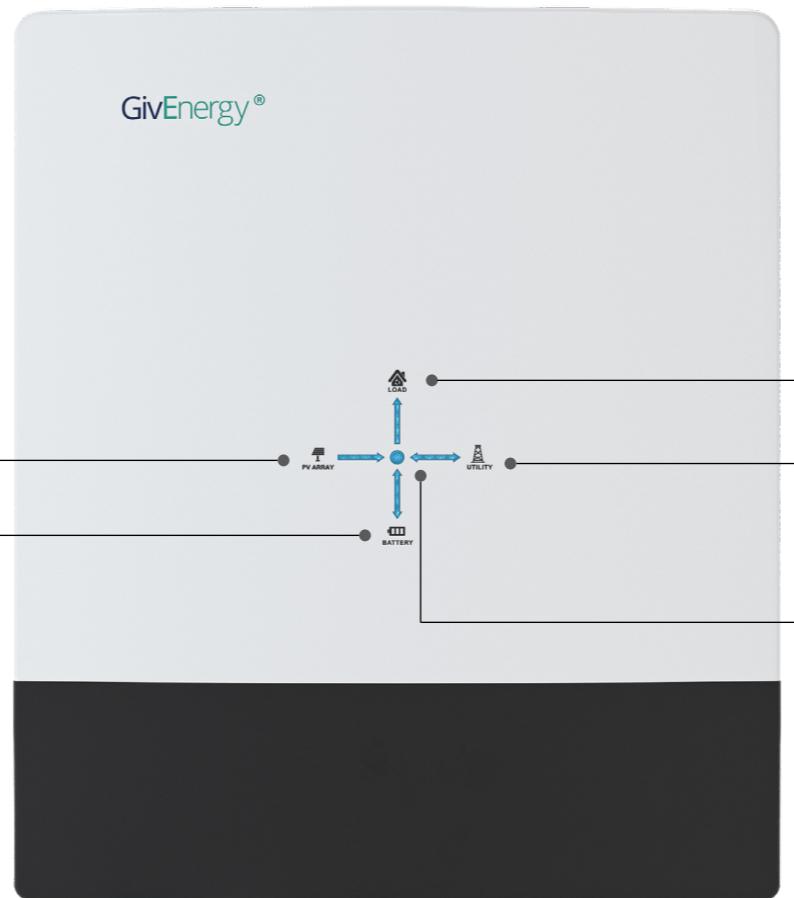
## Battery

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.



## 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.



## 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)



## 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.



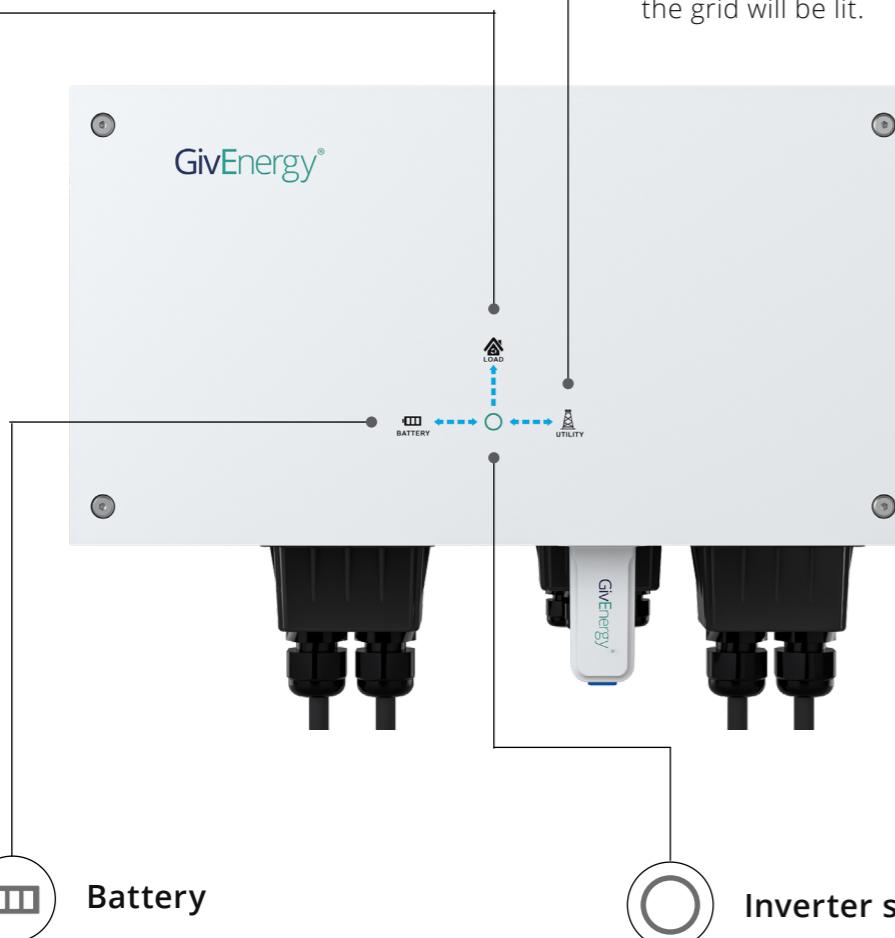
## Home demand

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.



## 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.

## Inverter status

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Normal
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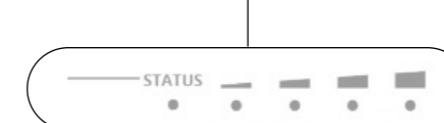
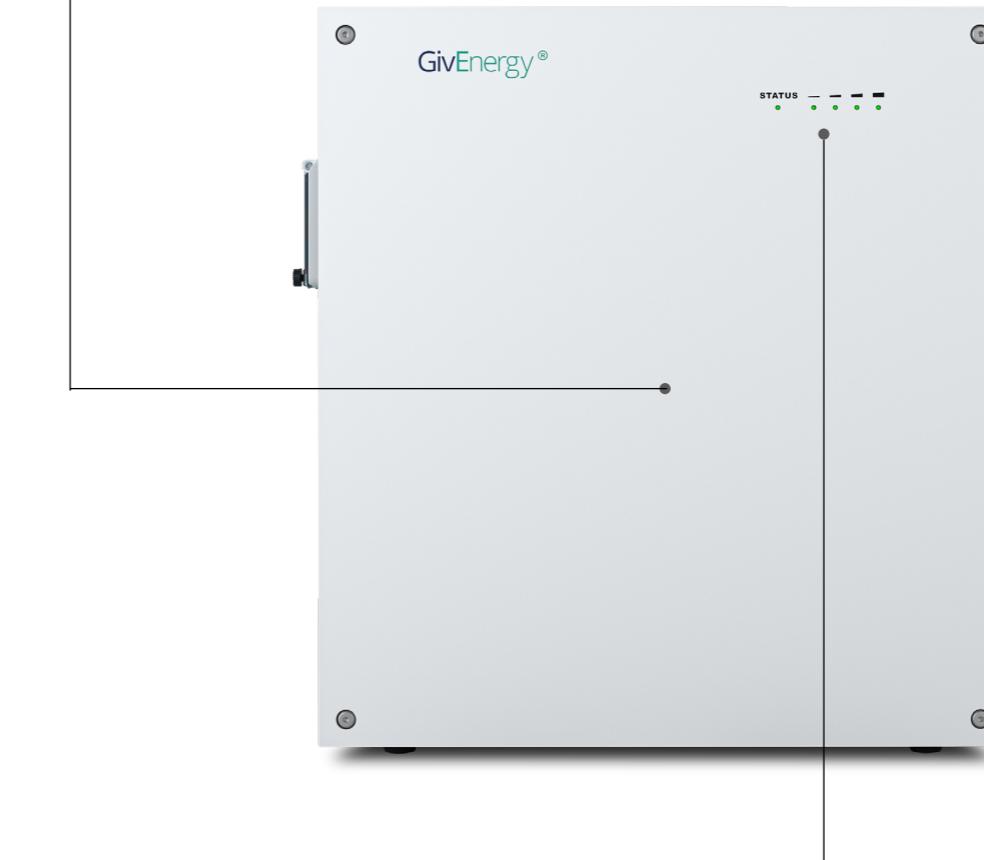
# Understanding your battery

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



## Charging and discharging

Your battery is built to work perfectly with smart tariffs like Octopus Agile and Economy 7 meters. So, it will charge and discharge when it's the cleanest and most cost-effective to do so. Plus, you can set schedules and timers to configure your energy usage around your lifestyle.



## Battery status

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

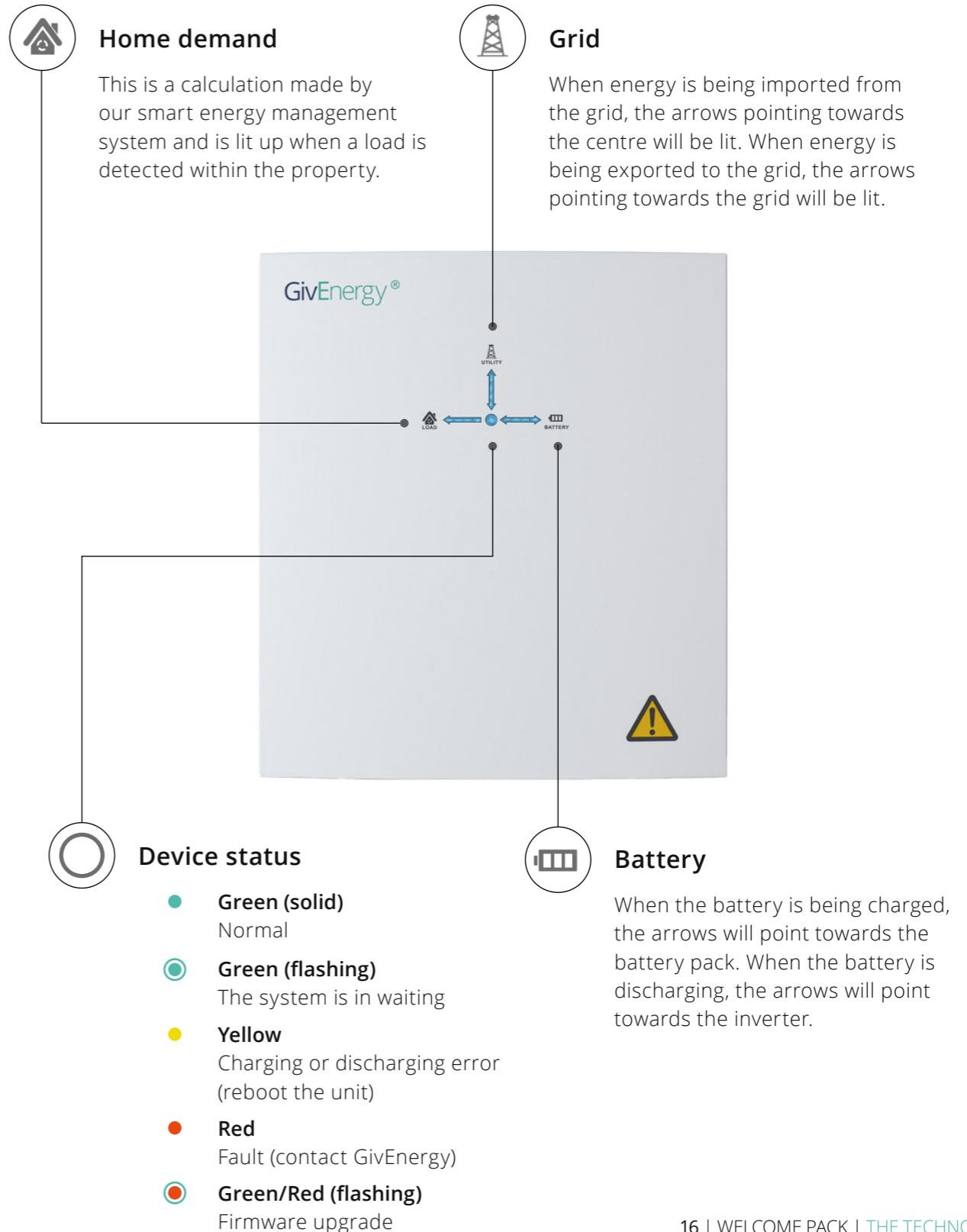
# Understanding your All in One

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



# Understanding your Giv-Gateway

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



## 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](http://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.



## Smart tariff

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



## Weather integration

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



## My inverter

View and control your smart home storage system.



## Home flow

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



## Power graph

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



## Solar power forecast

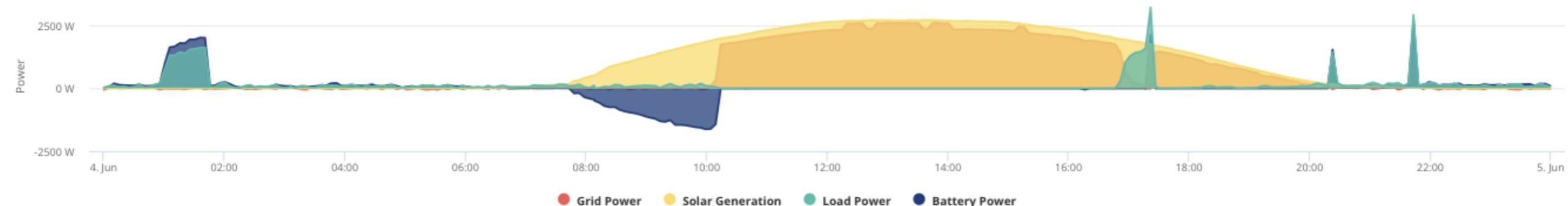
Predict your solar generation for the next 7 days with SOLCAST-compatible integrated solar forecasting.

# 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

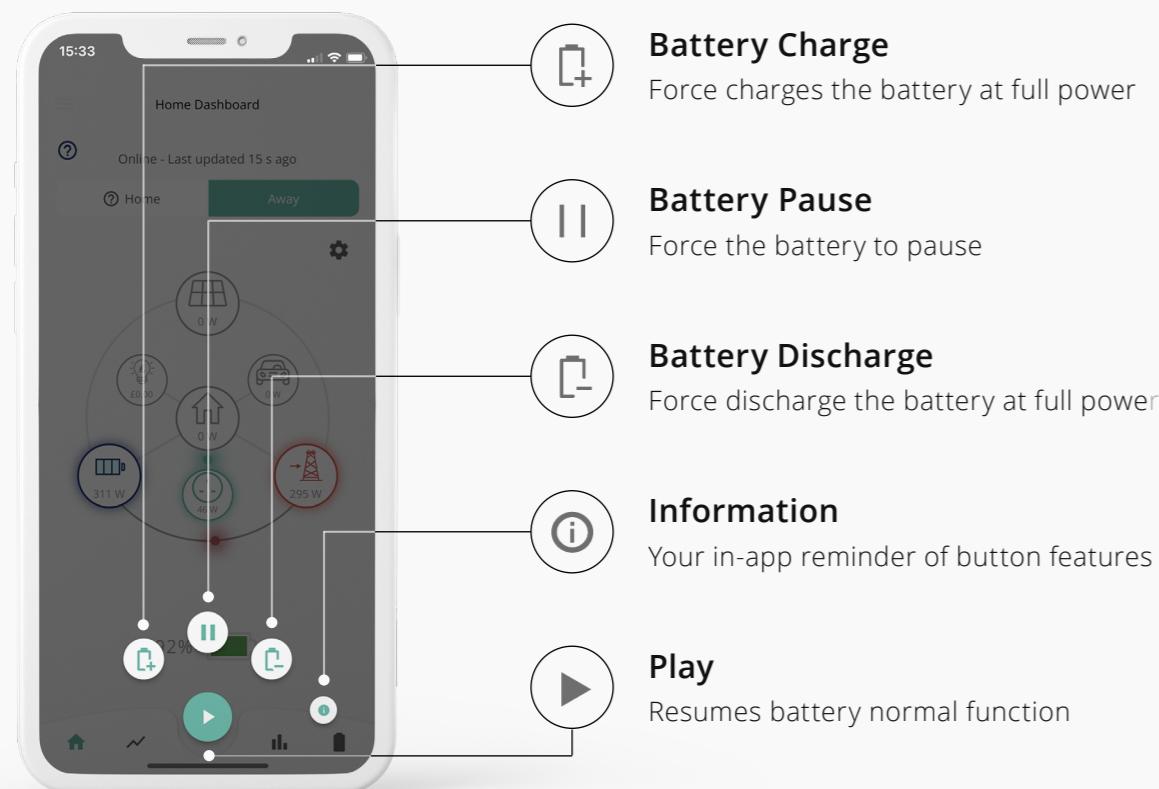
# Understanding your GivEnergy app

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

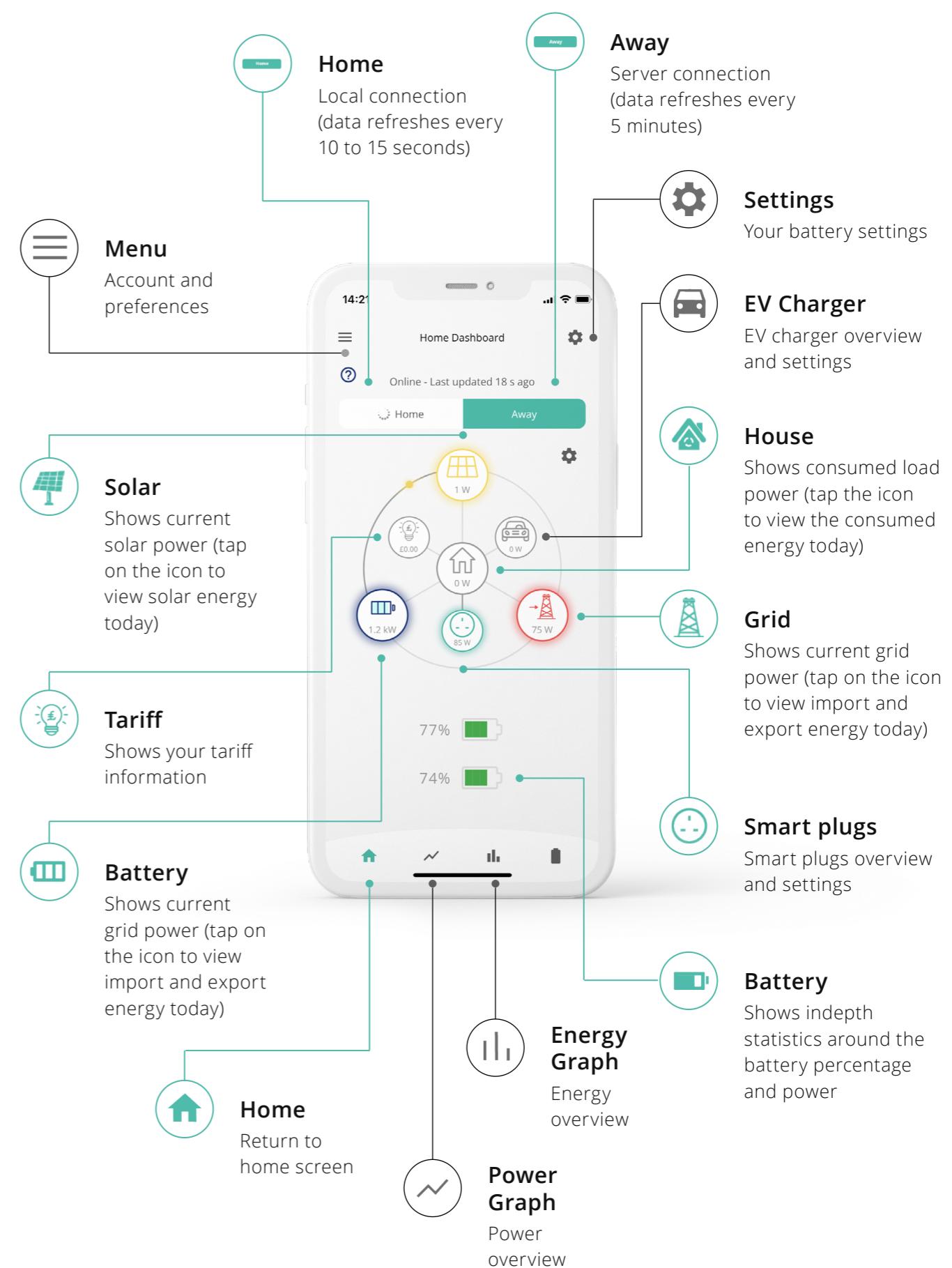
1. Download the GivEnergy app for free, via Google Play or the App Store
2. Use the same login details you use for the portal to access your unique GivEnergy account
3. Once inside, you can start controlling your energy usage on the go

## 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 12 year standard warranty.

### ► GivEnergy battery pack

Comes with a 12 year standard warranty.

### ► 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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