

# Customer Welcome Pack

Welcome to GivEnergy. This page brings together the most important guides to help you get connected, understand your system, and resolve common issues.

## Using Your GivEnergy System

### [GivEnergy App Guide](#)

Monitor battery charge, solar generation, grid usage, and schedules directly from your mobile device.

### [GivEnergy Portal Guide](#)

Use the web portal for deeper insights, historical charts, device settings, and reports.

## Understanding How Your Energy Works

### [How a Home Battery System Benefits You](#)

Learn how battery systems save money and improve resilience, whether or not you have solar panels.

### [Why Is My System Still Using the Grid?](#)

Understand why grid usage still occurs and how tariffs, loads, and limits affect your system.

# Troubleshooting & Diagnostics

## Basic Hardware Diagnostics

First checks for batteries, inverters, and physical system issues.

## Basic Software Diagnostics

Common app, portal, and firmware-related troubleshooting steps.

## EV Charger Troubleshooting Guide

Help diagnosing EV charging issues, scheduling problems, and connectivity.

## Cold Weather Troubleshooting Guide

What to expect from batteries and charging during cold winter conditions.

# Full Consumer Support Hub

## GivEnergy Consumer Knowledge Base

Browse all consumer guides, FAQs, and explanations in one place.

# When to Contact Support

If you've followed the relevant guide and still need help, please contact GivEnergy Support with:

- A clear description of the issue
- Any fault codes shown in the app or portal

- Confirmation that your system is online

Using the guides above first helps resolve most issues quickly and allows our support team to assist you more efficiently.

<https://givenergy2025.zohodesk.eu/portal/en/kb/articles/welcome-guide>