

Full Restart Procedures for GivEnergy Systems

This guide explains how to safely perform a full power-down and restart on GivEnergy systems. Follow the steps in order and only proceed if it is safe to briefly interrupt power to your home. Allow 5–10 minutes after restarting for the system, router, and app/portal to reconnect.

Before You Begin

- Ensure essential loads can tolerate a momentary power loss.
- If your system includes a Gateway, follow the Gateway steps where indicated.
- Use dry hands and good lighting.
- Always follow the sequence exactly — reversing the order can cause faults.

All In One (AIO) Systems



Shutdown Procedure

1. **Turn off the battery:** Press and hold the blue GivEnergy button for ~5 seconds until you hear clicks and the battery turns off.
2. **Turn off the DC MCB:** Open the DC cover and push the DC MCB down (down = off). Close and tighten the cover if required.
3. **Turn off the AIO isolator:** Rotate the AC isolator to the circle symbol (off position).

Gateway Steps (if installed)

1. Open the Gateway using the key.
2. Turn the AIO and PV breakers down to off (left two breakers).
3. Optional: Turn the Grid breaker off for 1 minute, then turn it back on to restart the Gateway.

Restart Procedure

Gateway First (if installed)

1. Turn the AIO and PV breakers back up to on.
2. Close and lock the Gateway.

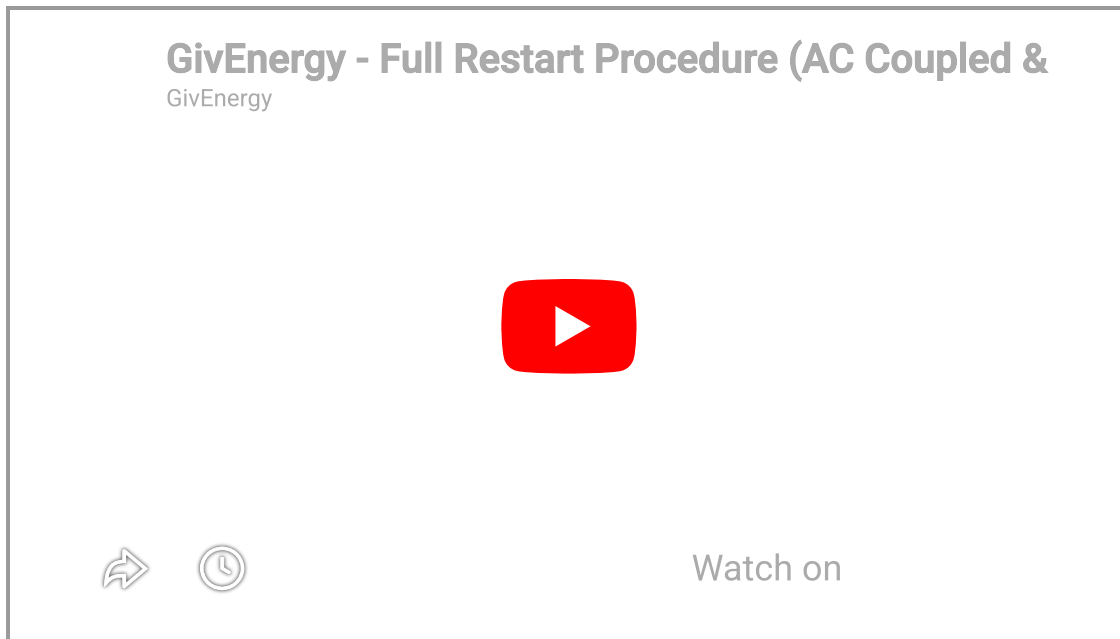
AIO Restart

1. **Turn on the DC MCB:** Push the DC MCB up (up = on), then close the DC cover fully.
2. **Power the AIO:** Press and hold the small button to the right of the DC cover until the front light appears.
3. **Turn the isolator on:** Rotate from circle (off) to line (on), pointing straight up.

After Restart

Wait 5–10 minutes before checking the app or portal.

Hybrid & AC-Coupled Systems



Shutdown Procedure

1. **Battery off:** Press and hold the battery's on/off button until you hear a beep; lights turn off.
2. **Battery DC MCB off:** Open the battery flap and push the DC MCB down (down = off). Some older systems have a separate wall-mounted MCB.
3. **Inverter isolator off:** Turn the AC isolator to the circle symbol (off).
4. **PV isolator off:** If fitted, turn the PV array isolator off.
5. System is now fully powered down.

Restart Procedure

1. **Inverter isolator on:** Turn from circle (off) to line (on), pointing straight up.
2. **Battery DC MCB on:** Push up (up = on), then close the cover.
3. **Battery on:** Press and hold the battery's on button until the beep; lights turn on.
4. Wait 5–10 minutes for communication to reconnect.

Gen 2 & Gen 3 Hybrid Systems

Shutdown Procedure

1. **Battery off:** Press and hold the battery's on/off button until lights go out.
2. **Battery DC MCB off:** Open the flap and push the DC MCB down (down = off).
3. **Inverter isolator off:** Turn the inverter AC isolator to the circle symbol (off).
4. **PV isolator off:** Turn off the PV isolator if fitted.
5. **Hybrid inverter toggle off:** Set the inverter's physical toggle switch to off.

Restart Procedure

1. **Inverter isolator on:** Turn to line (on), pointing straight up.
2. **Battery DC MCB on:** Push up (up = on). Older systems may have a separate wall-mounted DC breaker.
3. **Battery on:** Press and hold the battery's button until a beep; lights come on.
4. **Hybrid inverter toggle on:** Move the inverter's toggle from off to on.

5. Allow 5–10 minutes for network reconnection.

Troubleshooting After Restart

- Check that all isolators are on (AC, DC, PV).
- Ensure the battery shows lights and is switched on.
- Verify your home router has internet and 2.4 GHz WiFi enabled.
- Ensure CT clamps and meters have not been disturbed.

If the system still does not come back online after 10 minutes, contact GivEnergy support.

<https://giveness2025.zohodesk.eu/portal/en/kb/articles/full-restart-procedures-for-giveness-systems>