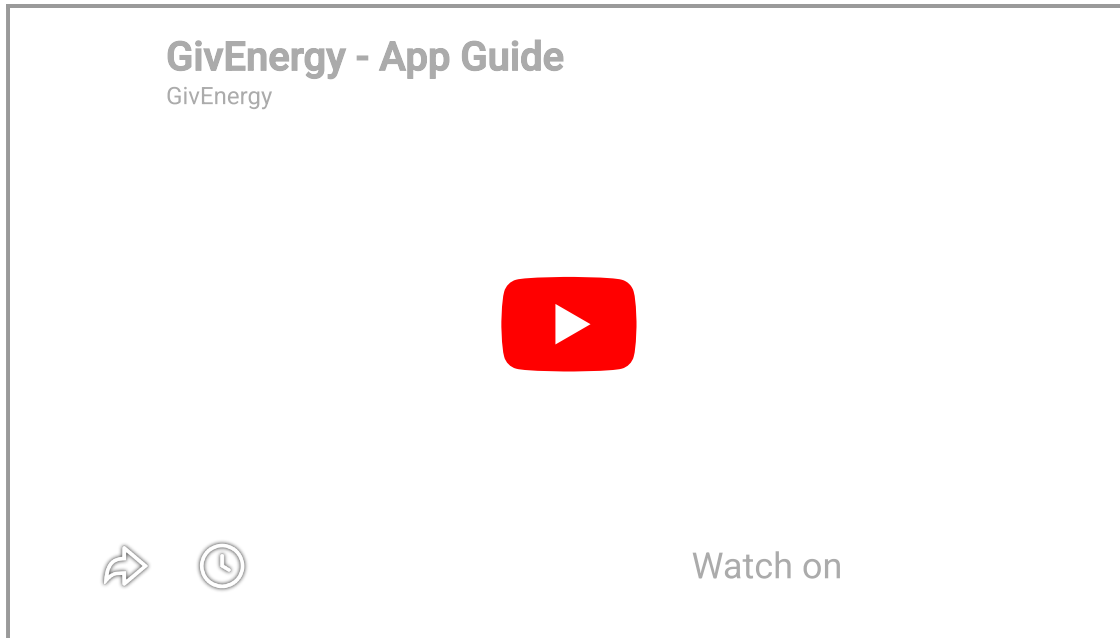


GivEnergy App Guide



The GivEnergy app gives you real-time visibility of your battery, solar, and grid usage, as well as tools to control charging, discharging, and tariffs. Used correctly, it can help reduce energy costs, improve self-consumption, and increase resilience during outages.

Getting Started

- Download the GivEnergy app from your device's app store.
- Log in using your GivEnergy account linked to your inverter or battery system.
- Confirm your site is online and check for any alerts shown on the home screen.

Home Dashboard

The home dashboard provides a live overview of your energy system:

- Live power flow showing solar generation, home consumption, battery charge level, and grid import or export.
- Daily energy summary including energy generated, consumed, charged to the battery, and exported.
- Quick comparisons with previous days to help spot changes in usage or performance.

Devices

The Devices section shows detailed information about your connected equipment:

- Battery and inverter status, including state of charge, charge and discharge power, and temperatures.
- Firmware versions and communication status.
- Tap a device to view deeper diagnostics such as voltage, current, and event history, which can help when troubleshooting.

Schedules

Schedules allow you to control when your battery charges and discharges:

- **Off-peak charging:** Charge the battery during cheaper electricity periods.
- **Peak discharging:** Use stored energy when electricity prices are highest.
- Set limits such as minimum reserve (to retain backup power), maximum charge rate, and export preferences.

Tariffs

Adding your electricity tariff helps the app optimise battery behaviour and display cost insights:

- Enter your tariff type and time bands (for time-of-use or smart tariffs).
- The app uses this information to align schedules and estimate savings.

- If you are on a dynamic tariff, update time bands regularly to keep schedules accurate.

Solar and Import/Export

- **Solar:** View generation by hour, day, or month to understand seasonal trends and panel performance.
- **Grid:** Track imported and exported energy, helping you estimate bills and export earnings.

Smart Features

- **Eco / Cost modes:** Choose whether the system prioritises savings or self-consumption.
- **Weather-aware charging (if available):** Pre-charge the battery ahead of forecast low-solar days.
- **Backup reserve:** Maintain a defined battery percentage for power cuts if your system supports backup operation.

Notifications and Alerts

- Enable alerts for low state of charge, high grid import, or device faults.
- Use the event log to match alerts with schedule changes or tariff periods.

Reports

- Generate weekly or monthly reports showing solar yield, battery usage, and estimated savings.
- Monitor battery health through cycle count, depth of discharge trends, and efficiency indicators.

Troubleshooting Essentials

- If live data freezes, check your internet connection and confirm the inverter is online.
- Only run firmware updates when the system is idle and avoid updating mid charge or discharge.
- If schedules are not behaving as expected, recheck tariff time bands and settings.

Best-Practice Tips

- Start battery discharge slightly before peak pricing begins to cover the full high-rate period.
- Maintain a small reserve (typically 15–25%) to reduce deep cycling and extend battery life.
- Review schedules seasonally: winter often benefits from more off-peak charging, summer from solar-led charging.
- Compare app totals with meter readings monthly to identify anomalies early.

Privacy and Security

- Use strong account credentials and enable multi-factor authentication if available.
- Limit installer or admin access once commissioning is complete.

When to Contact Support

Contact your installer or GivEnergy Support if you experience:

- Persistent fault codes or unexpected shutdowns.
- Large discrepancies between app data and physical meter readings.
- The inverter remaining offline for extended periods.
- Repeated failures of schedules or tariff-based charging.

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