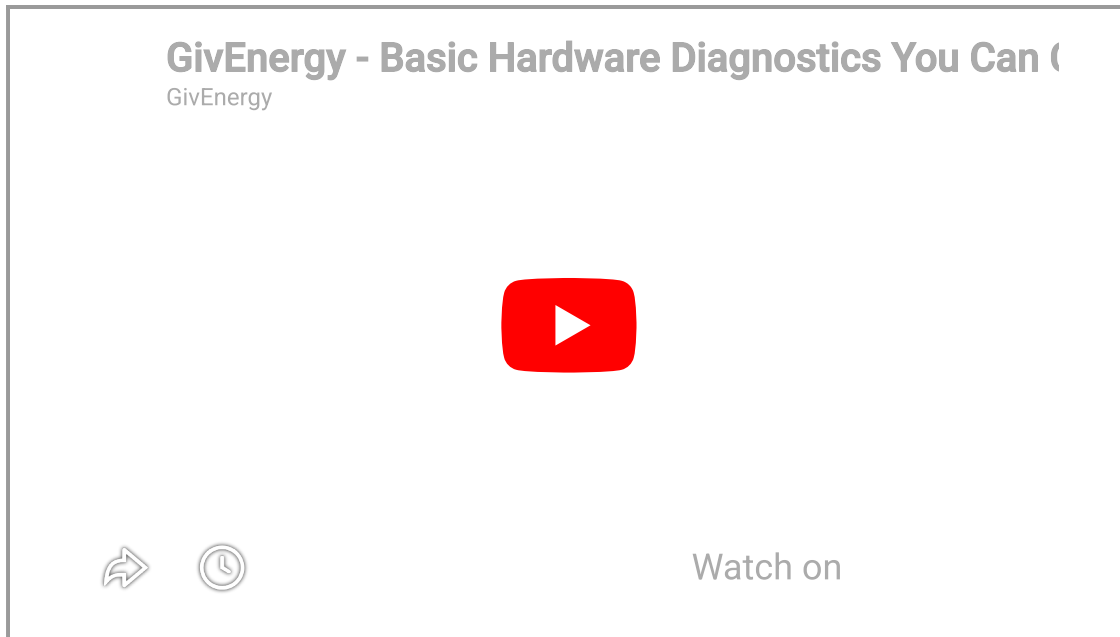


GivEnergy Basic Hardware Diagnostic Steps

This guide helps you identify and resolve issues with GivEnergy batteries not charging or discharging, and includes instructions for checking settings, clearing external controls, and safely updating firmware. If you are experiencing WiFi or connectivity problems, please refer to the [WiFi guide](#).

Video Guide



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Before You Start

Please Note

The steps in this guide are safe to follow, but you are working around electrical equipment. Do not open or interfere with the inverter or battery casing. Only use isolators and controls described in this guide.

If you are unsure or the issue continues, stop and contact your installer or GivEnergy Support. Battery systems contain high-voltage components and must not be opened or tampered with.

Reset Settings to Default & Check There Are No External Controls

Resetting inverter settings to default can resolve issues caused by incorrect or conflicting configurations, this can be done by following the guide: [GivEnergy Basic Diagnostic Steps](#).

Sometimes, if your system is not behaving as expected, there may be additional external controls set up. To remove or review these, see the guide: [Troubleshooting unprompted settings changes](#).

If you think there are issues with your Smart Tariff control, see the guide: [Understanding and Removing a Smart Tariff Inverter Lockout](#).

If the Battery Is Not Charging

If your battery is not charging (from solar or the grid), follow these checks in order.

1. Log into your Cloud Portal account via givenergy.cloud or the GivEnergy App.
2. **Check if the battery is paused:**
 - App:* Go to **Settings** and ensure the battery is not paused using the play/pause button.
 - Portal:* Use the **Remote Control** cog from **My Inverter** and ensure **Pause Battery** shows **Not Paused**.
3. Check the green battery isolator handle is UP / ON.
4. Check the battery lights:
 - Green = on and operating.
 - Off or red = not operating normally.
5. Verify charge slots and confirm AC charge is not disabled.
6. Check temperature. If the battery is too cold (<math><0^{\circ}\text{C}</math>) or too hot, charging will pause until it returns to normal conditions.
7. Check the battery percentage (SoC). If the battery is full or at/under a configured reserve level, charging may stop automatically.
8. Restart the system:
 - Turn off the DC (for solar) and AC isolators to restart the inverter.
 - Then restart the battery using the button on the side.
 - If unsure about this process, contact your installer.
9. Check that grid data is active and visible. If home consumption (load) is shown but grid is not, the inverter may not be detecting the grid meter connection and the battery will not charge. Contact your installer if this is the case.

If the Battery Is Not Discharging

If your battery is not discharging into the property as expected, use these checks.

1. Log into your Cloud Portal account via givenergy.cloud or the GivEnergy App.
2. **Check if the battery is paused:**
 - App:* Go to **Settings** and ensure the battery is not paused using the play/pause button.
 - Portal:* Use the **Remote Control** cog from **My Inverter** and confirm **Pause Battery** shows **Not Paused**.
3. Check if the battery is at its reserve level. If the reserve is set too high, the battery will not discharge below that percentage.
4. Check the discharge power limit and increase it if set too low.
5. Check export settings (Portal):
 - If **Export First** is selected, the system may prioritise sending power to the grid.

- Change to **Load First** on the Remote Control page if you want to prioritise the home load.
6. If the battery is 100% but not discharging, restart the inverter (AC + DC) and then restart the battery from its side button. If unsure, contact your installer.

Firmware Updates

Keeping your inverter and battery firmware up to date helps ensure your system runs smoothly and benefits from the latest improvements released by GivEnergy. However, do not update firmware while the battery is in a fault state or not operating correctly. For a full guide, please refer to the [firmware update guide](#).

You should only perform firmware updates when:

- The battery percentage (SoC) is visible in your App or Portal.
- The battery is actively charging or discharging (green LED on and normal operation).
- There are no red lights or active alarms showing.

Please Note

If your battery isn't charging or discharging properly, or shows 0% SoC, do not run a firmware update yet. Updating during a fault can cause the firmware to become "stuck" and make recovery more difficult.

First, follow the **Not Charging** or **Not Discharging** checks in this guide and confirm the system is operating normally. Once everything looks healthy, you can safely proceed with the update.

Updating Firmware

1. Go to givenergy.cloud and log in.
2. From the left-hand menu, select **My Inverter**.
3. Click the **Software** tab.
4. Press **Update Firmware** and follow the on-screen prompts.
5. The process may take up to 15 minutes. Do not power off the inverter or battery during the update.

Once complete, refresh the page and confirm the latest firmware versions are displayed. Firmware updates can resolve known issues and improve performance, but they are not a fix for hardware or configuration faults. If your system still isn't performing correctly after confirming firmware is up to date, please gather system details and contact support@givenergy.co.uk for further assistance.

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