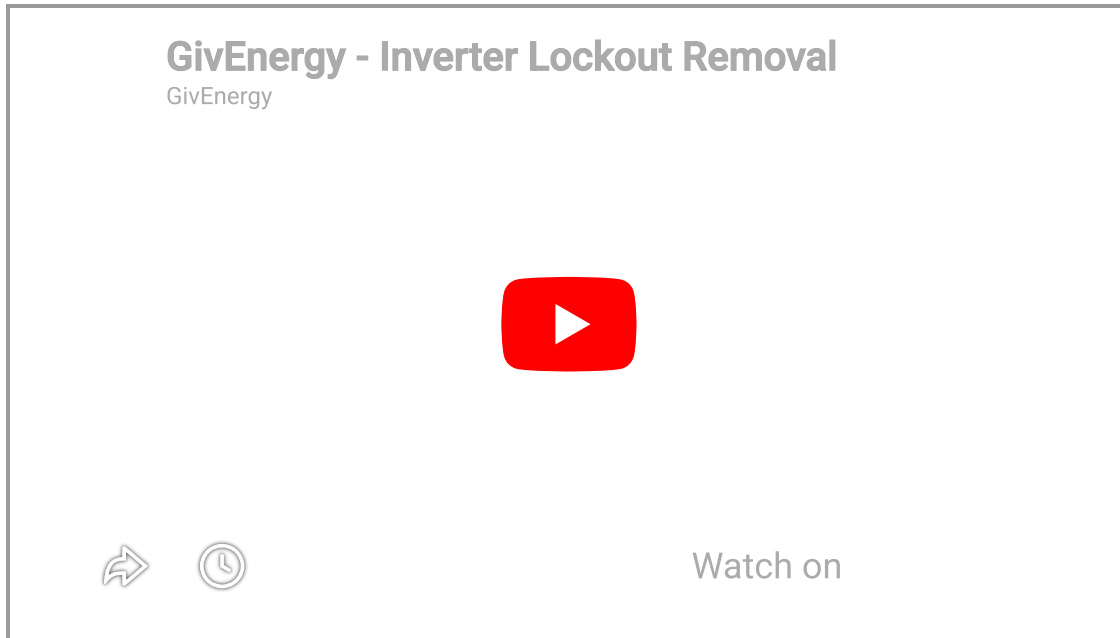


# Understanding and Removing a Smart Tariff Inverter Lockout



An smart tariff or inverter lockout prevents you from manually adjusting GivEnergy settings when control has been granted to an energy provider or grid-service platform. This is usually part of an “intelligent” or price-optimised tariff, where the provider manages charging and discharging to take advantage of wholesale prices and offer cheaper rates.

**Important:** If you want the lowest-cost automated tariffs, it is likely you will not keep full manual control of your system at the same time.

## Before you start

- **Decide between tariff savings or manual control.** Most intelligent tariffs require a lockout as part of their terms. You usually can't have both full flexibility and the cheapest pricing.
- **Identify who controls your system.** The lockout is set **by your energy provider**, using the GivEnergy API key or login details you supplied during onboarding. It is **not** set by GivEnergy.

## How to remove a lockout (standard process)

### 1. Contact your energy provider

Contact your energy provider and ask them to send an **unlock command** to your GivEnergy system. Only the provider can do this — GivEnergy cannot remove lockouts because doing so would break the tariff's terms.

### 2. Keep communication active until unlocked

Do **not** do any of the following until the unlock is confirmed:

- Delete the GivEnergy API key from the provider's platform
- Revoke permissions for the provider
- Remove the GivEnergy device from the provider's app

If you remove the link too early, the unlock command cannot reach your inverter and the lockout will remain in place.

### 3. After confirmation, sever the link

Once your provider confirms that the unlock has succeeded:

- Delete the API key from the provider's platform, and/or
- Remove the GivEnergy device from their app

This restores full manual control of your GivEnergy system.

## If you already deleted the API key or removed the device

If communication was severed before the unlock command was sent, the provider's command cannot reach your inverter. To fix this:

- **Recreate the link.** Re-add your GivEnergy system in the provider's app and/or re-enter your API key to re-establish communication. Only reconnect; do not fully re-enrol in the tariff unless strictly necessary.
- **Ask the provider to resend the unlock command.** Once communication is restored, request that they issue the unlock again. After it succeeds, you can safely remove the link if you want full manual control.

## Key points and trade-offs

- **Tariff terms matter.** Lockouts are part of certain tariff agreements. Removing the lockout may require leaving or changing your tariff.
- **Only the provider can unlock.** GivEnergy cannot override a lockout without an instruction from your energy provider.
- **Communication must remain active.** Deleting the API key or device does **not** unlock the inverter; it only blocks the command that would have unlocked it.

## Quick checklist

- Choose: **cheap tariff** or **full manual control**.
- Contact your energy provider and **request an unlock**.
- **Keep the API key/device connected** until the provider confirms the unlock is complete.
- After confirmation, **remove the link** if you want full manual control.

