

Battery Storage System User Manual

2021-3037



a breath of fresh air

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Disclaimer

Photovoltaic systems are always live during sunlight hours and battery storage systems may still be live during a grid failure or power cut. Only professionals should work on the system and safe isolation procedures should be followed at all times.



Introduction

This document contains essential information about your new battery storage system, within you will find details about the components, function and shutdown procedures for the system.

Please familiarise yourself with your system by reading this document, and the documents enclosed with your handover package. Please keep this user manual available so that it may be referenced at a later date if system maintenance or repair should be required.

Datasheets for all of the components contained within your system are readily available on the web. If you require any further information or if you have any further questions then please do not hesitate to contact a member of the TLGEC team.

Emergency Shutdown Procedure

In the case of an emergency with your battery storage system **immediately switch off the main system AC isolator**. Once you have completed this procedure contact TLGEC using the number on the front page of this document. If you smell smoke or suspect a fire then immediately contact emergency services and get to a safe area.



Example images of an AC rotary isolator.

Battery Storage System

Components

Your battery storage system is comprised of the following:

Tesla Powerwall2 Battery



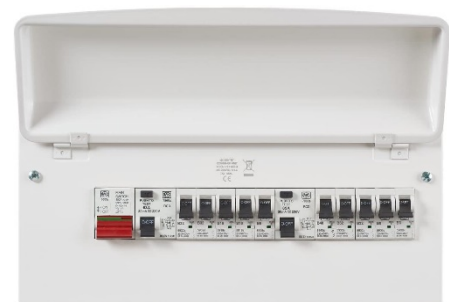
Tesla Backup Gateway 2



Grid-tied solar PV inverter (with integrated DC toggle switch)



Circuit protection – this may be contained within the Backup Gateway 2 or within a separate distribution board



Operating Instructions

1. Shutdown

- a. Switch off the toggle switch located on the right hand side of the Tesla Powerwall2 unit.
- b. Close the PV system main AC isolator at the inverter location.
- c. Turn off the circuit breaker labelled 'Powerwall' located either in the Backup Gateway 2 or in the distribution board.

2. Isolation

- a. When isolated, lock the main AC isolator with a padlock to prevent reactivation.

3. Start-Up

- a. Turn on the circuit breaker labelled 'Powerwall' located either in the Backup Gateway 2 or in the distribution board.
- b. Open the main AC isolator.
- c. Switch on the toggle switch located on the right hand side of the Tesla Powerwall2 unit.

4. Operation

- a. Under normal running conditions a pulsing green light will be displayed on the right hand side of the Powerwall2 battery. If it is the case that a different colour or intermittent light is displayed then call TLGEC to investigate and advise.
- b. The system will automatically charge and discharge as controlled by the gateway, the system can be monitored via the Tesla app.

Tesla Support

Tesla offer industry leading front line support to customers and have a wealth of knowledge and experience to ensure that your system is working perfectly. If you have any questions or queries about your system then they can be reached with the below contact details.

01628 450 630

energysupportemea@tesla.com



Maintenance

TLGEC offer a variety of continued maintenance package which can be combined with maintenance of your Solar PV system, please contact the office for more information.

Please ensure that at least 150mm of space is allowed around the battery at all times for ventilation, and ensure that safe access is readily available in case of emergency.

System Specifications

Battery Manufacturer:	TESLA Powerwall 2 (TESLA)
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Total Storage Capacity (kWh):	13.50
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Total Number of Batteries:	
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Battery Interface:	TESLA PW2 Gateway with Backup
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Gateway Serial Number:	CN322312G3J04B
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Powerwall Serial Number (s):	TG123022002D0L
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Installation Warranty

What is covered by the warranty?

The installing contractor warrants that all work related to the installation of the PV System (the "Products") substantially conforms to the manufacturer's recommendations for installation and follows Industry Standards and quality guidelines. For a period of two (2) years from the date of substantial completion of the installation, upon notice to the Installer, the Installer will repair or re-install the Product, in the Installer's sole discretion, in the event the installation is shown to have been inconsistent with Industry Standards. Excluded is any defect that was apparent or ascertainable at the time of the original installation. The owner agrees to accept a reasonable Product match in the event of such a repair if the original Product is no longer available. In the event additional Product is needed, the customer shall supply all necessary materials, including replacement Product.

What is not covered by the warranty?

This Limited Warranty does not cover the following items:

- A. Damage resulting from fires, storms, electrical malfunctions (unrelated to the Product), accidents, floods, sub-grade moisture conditions, or acts of God.
- B. Damage from moisture of any kind.
- C. Damage from alterations, misuse, or abuse of the covered items by any person.
- D. Damage from the owner's failure to observe any instructions furnished by the installer and/or manufacturer for specific product recommendations including failure to control humidity and temperature levels within the home.
- E. Damage resulting from a malfunction of equipment or lines of the telephone, gas, power, alarm systems or water companies.
- F. Any items listed as non-warrantable conditions.
- G. Any item furnished by the owner.
- H. Products already under manufacturer's warranty (ie. solar panels & inverters) at the time of purchase.

Remedies and Limitations

- A. The owner understands that the sole remedies under this Limited Warranty agreements are for repair or re-installation as set forth herein to be completed by the original installer whenever possible.
- B. With respect to any claim whatsoever asserted by the owner against the installer, the owner understands that the owner will have no right to recover or request compensation for, and the installer shall not be liable for, any of the following items:
 - a. Incidental, consequential, secondary, or
 - b. punitive damages;
 - c. Damages for aggravation, mental anguish, emotional distress, or pain and suffering; or
- C. Attorney's fees or costs.
- D. The installer hereby limits the duration of all express and implied warranties, including but not limited to, the warranty of workmanship (and fitness for particular purpose if materials supplied by the installer), to two (2) years from the date of installation or substantial completion of the installation, whichever period is shorter.
- E. These limitations shall be enforceable to the extent permitted by law.

How to Obtain Service

If a problem with the installation develops during the warranty period, the owner should notify the Installer in writing of the specific problem. The written statement of the problem should include the owner's name, address, telephone numbers and a description of the nature of the problem. The Installer will investigate the claim promptly. Repair work will be done during normal working hours except where delay will cause additional damage. The owner agrees to provide access to the house and to make available during the work a responsible adult with the authority to approve the repair and sign and acceptance of repair ticket upon completion of the repair.

Specific Legal Rights

This Limited Warranty gives the owner specific legal rights.

Where to Get Help

If the owner wants help they should contact The Little Green Energy Company Limited on 01622 832 834 or info@tlgec.co.uk.

The Only Warranty Given by the Installer

The owner acknowledges:

- A. That the owner has thoroughly examined the installation.
- B. The owner has read and understands the Limited Warranty.
- C. The installer and the Installer have made no guarantees, warranties, understandings, or representations (nor have any been made by any representatives thereof) that are not set forth in this document.