1 What does a battery storage system look like?
A battery storage system for a home generally looks like a small fridge or hot water system. The battery system is typically installed in your garage or outside of your home.

2 How does a battery storage system work?
Similar to your mobile phone, battery storage collects electrical energy, which can then be used at a later time. One of the common uses for battery storage in a home is to charge the battery from your solar system and use that energy to power the most important or essential devices* if power from the grid is out.

3 What are the benefits of battery storage?
For homeowners, the main benefits of battery storage are:
• Storing solar energy during the day and consuming that energy later in the evening, after the sun sets.
• Providing backup power to essential devices* if the power or grid goes out.

4 Can I go off grid?
No. This solar battery storage solution is designed to store energy which can provide electricity during the
nighttime hours and backup power for essential devices during outages. However, you will still be connected to the grid.

5 How much storage do I need?

Every household is different. In the same way that you match the number of solar panels to your household's energy requirements, your battery storage capacity should also be matched to your needs. The size of your storage system is determined by:

- Your location, house orientation and type of house
- Your household energy consumption
- Time of day when your household energy consumption occurs
- Your solar system size and production
- How you intend to use your battery

Use our calculator to help you decide how many batteries are appropriate for your needs.

6 Do I need Internet?

The battery storage system needs an Internet connection to ensure you can monitor the usage on your mobile app and to update battery software. With a temporary loss of communication, the battery will continue to operate. Your battery storage system should not be installed in location without Internet or cellular service.

7 Do I need to program the battery storage system?

No. Your installer will establish the appropriate baseline settings. The battery storage software will operate the system automatically based on your settings. You can use the mobile app to update the settings, if you change your mind.

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