

Keep Your Power On During a Grid Outage

When grid outages occur, your Powerwall can help keep the lights on in your home. The following modes and troubleshooting tips will ensure that your Powerwall's energy supply is used as efficiently as possible.



Monitor Your Usage

To maximise your Powerwall energy supply during a grid outage, try to reduce your usage of energy-intensive appliances.

Each Powerwall you own can provide your home with up to 5 kW of power. If the energy demand on a single Powerwall exceeds 5 kW of power, it may shut down and stop providing power to your home to avoid overloading. If this occurs, turn off any energy-intensive appliances that are in use and your Powerwall will attempt to restart within one minute. If this does not happen automatically, we suggest restarting your system manually. (For manual restart instructions, refer to the last page of this document.)

Standard Appliances
Use Normally

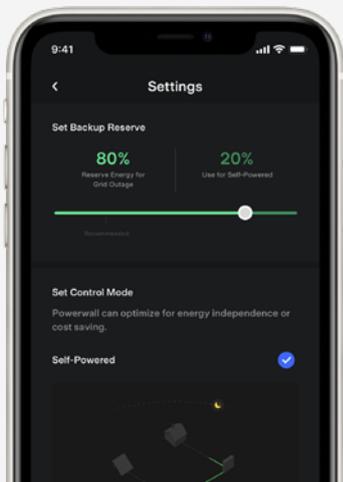
 Wifi	 Refrigerator	 Phone
 Lights	 Television	 Microwave

Energy-Intensive Appliances
Use Sparingly

 Dishwasher	 Washer/Dryer	 Pool Pump
 A/C	 Heating incl. Under Floor	 Car Charging

Tesla App Power-Saving Features

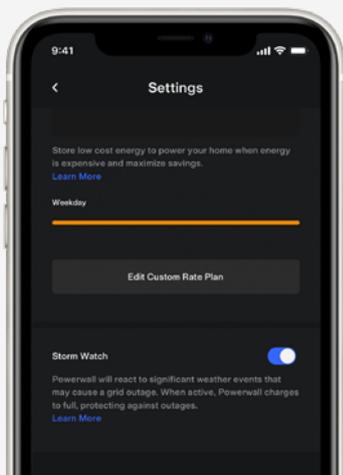
In preparation for severe weather events or power outages, review the power-saving features found in the 'Settings' tab of your Tesla app. These features allow you to manage your energy storage preferences to ensure your system is prepared in the event of an outage.



Set Backup Reserve

This feature allows you to control the amount of backup power you have stored in the event of an outage. Powerwall will charge with energy pulled from the grid or from your solar system and only discharge from this reserve during a grid outage. In anticipation of a predicted outage, we recommend increasing your backup reserve.

Please note that if you are on the Tesla Energy Plan, your Powerwall will always have at least 20 percent backup reserve.



Storm Watch

When severe weather is predicted, Powerwall will activate Storm Watch to prevent your home from losing power if there is a grid outage. This mode will automatically charge your Powerwall to its maximum capacity and provide your home with backup power. The Tesla app will notify you when Powerwall has activated Storm Watch and it will remain active until the weather event ends, at which time the system will reset to the previously selected mode.

To access Storm Watch mode, open the 'Settings' tab in your Tesla app and scroll down to 'Storm Watch.' You can enable or disable this function on the right-hand side.

Three-Phase vs. Single-Phase Solar System Responses

The way your solar system responds during a grid outage depends on whether it is a three-phase or a single-phase system.

If you have a three-phase solar system, you will need to monitor your Powerwall's energy levels manually as it will not operate automatically while Backup Reserve is activated. Your Powerwall will only top up once the grid is reconnected.

If you have a single-phase solar system under 5 kW, and if it is configured appropriately, your Powerwall will continue to top up with energy generated by your solar panels during a grid outage. Larger solar systems will require multiple Powerwalls to support the extra power produced.

Tesla Support: For additional information, call 1800 646 952 or visit ts.la/outagebestpractice

Monitor Your System Directly Through Your Gateway's Wi-Fi Network

If you lose access to the Tesla app, you can monitor your Powerwall directly through the Tesla Gateway's Wi-Fi network. This allows you to:

1. Update network settings
2. Monitor power flow and charge level
3. View product details

How to Sign In

Step 1

Switch your device to airplane mode and turn on Wi-Fi.

Connect to the Gateway Wi-Fi network, which appears as 'TEG-XXX'—the XXX will be the last three digits of your Gateway serial number.

If you do not see the Wi-Fi network, try moving physically closer to the Gateway. If you still do not see the Wi-Fi network, contact us on 1800 646 952.

Step 2:

Enter the Wi-Fi password, which will be "S" followed by your Gateway serial number. Do note that this password is case sensitive.

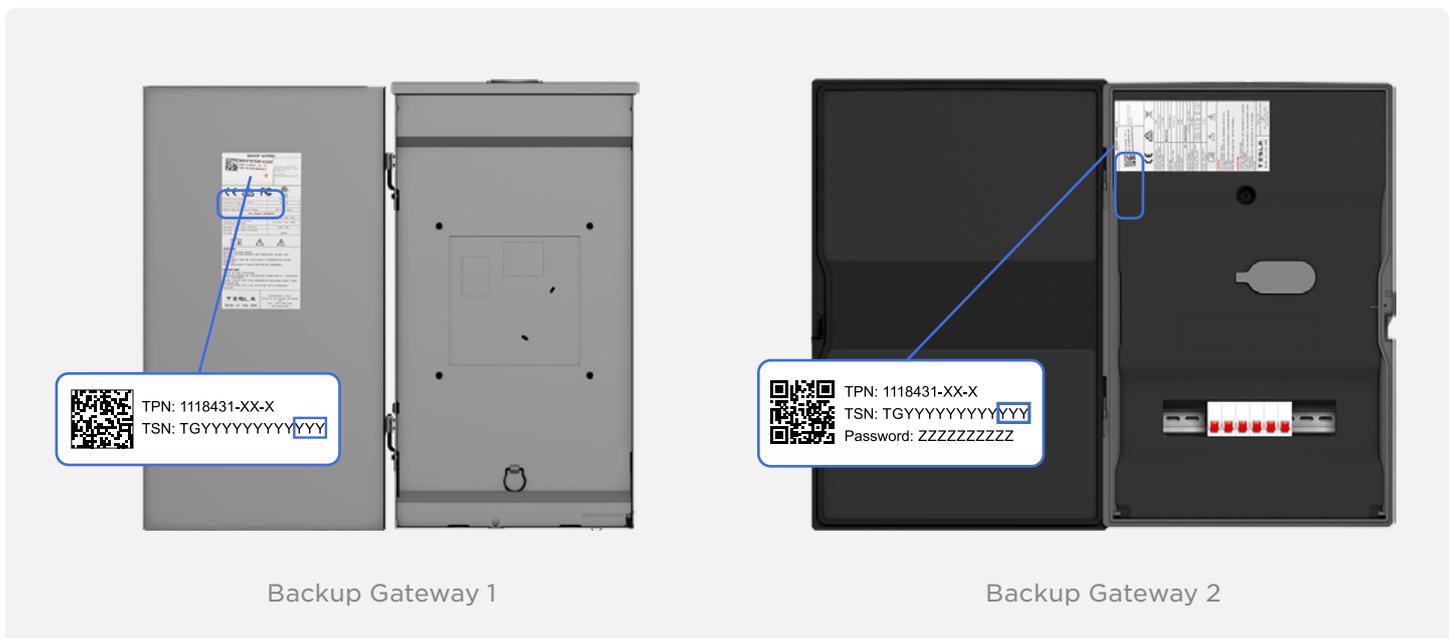
Step 3:

Open a web browser on your device and enter any one of the following in the address bar:

192.168.91.1

https://teg

https://teg-XXX



How to Sign In

Step 4:

When connecting to your Gateway for the first time, your browser may present a privacy warning. Proceed past the privacy warning and accept the site as safe. To do this, look for 'Advanced' or 'Show Details' and then click 'Proceed to' or 'Visit this Website.'

This privacy warning is shown because each Gateway has its own self-signed SSL certificate to support a private connection. These certificates are not pre-registered to be recognised by the browser or certificate authority. Once you accept the site as safe the first time you visit, it will save the certificate to your device for future use.

Step 5:

Once the page loads, tap 'Sign In' and follow the below prompts:

Select the 'Customer' Login Type.

Email:

Use the email you use for your Tesla Account.

Password:

The first time you sign in, your password will be;

- Backup Gateway:
Last five characters of the Gateway serial number
- Backup Gateway 2:
Last five digits of characters on the sticker

Do note that these passwords are case sensitive.

Step 6:

Your password can be reset or customised by selecting 'Change or Forgot Password' and following the on-screen instructions.

Update Your Network Settings

Once you have signed in, you can change your network settings by taking the following steps:

Step 1:

Select 'Network' from the main menu.

Step 2:

Select 'Wi-Fi' from the second menu.

Step 3:

Select your Gateway Wi-Fi network and enter your password. For Backup Gateways and Non-Backup Gateways, the Wi-Fi network will briefly stop broadcasting while it scans for additional Wi-Fi networks.

Step 4:

Wait two minutes and re-join your Gateway's Wi-Fi network.

Step 5:

Refresh the page.

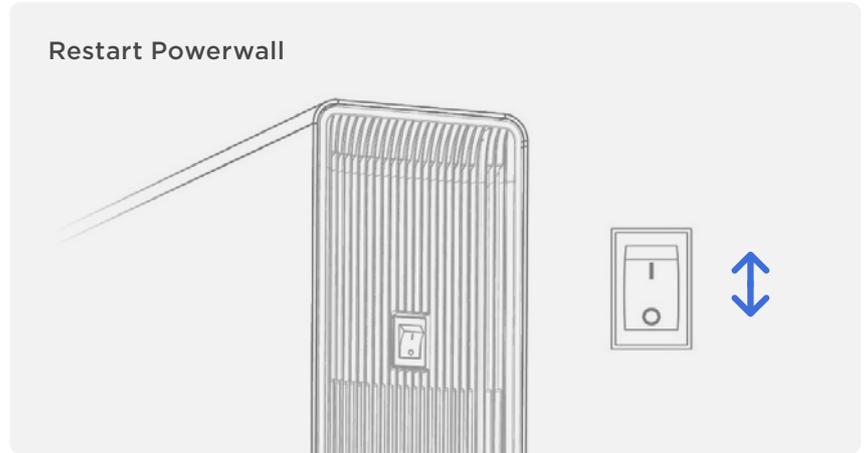
Backup Gateways and Non-Backup Gateways are only compatible with 2.4 GHz networks. If you have a dual band router that broadcasts 2.4 and 5.0 GHz networks, for all Gateway types, we recommend selecting the 2.4 GHz network.

The Gateway does not support Wi-Fi connections to Enterprise networks requiring a username or to networks with a Captive Portal login.

Manually Restarting Your System

If your Powerwall stops producing power, it may have been overloaded or depleted of energy and entered standby mode. To manually restart your system, first ensure that all energy-intensive appliances (see page 1 for examples) in your home are switched off. Restart your system by toggling the on/off switch on any Powerwall in your system. Make sure your Powerwall is switched to the ON position before proceeding to maintain connection to the Gateway.

After restarting your system, if the stored energy supply is too low and there is insufficient sunlight to generate energy from, your Powerwall will return to standby mode after six minutes. To avoid this, restart your system during daylight hours.



If your Powerwall does not come back online after a manual restart, you can reset the entire system by power cycling your Gateway using the reset button (please note that this only reboots the Gateway, it does not reset any settings). If this is not successful, you may have insufficient energy remaining to start the system and you will need to wait to reconnect to the grid.

