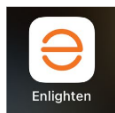


# Enphase Battery Storage Grid Outage Preparation

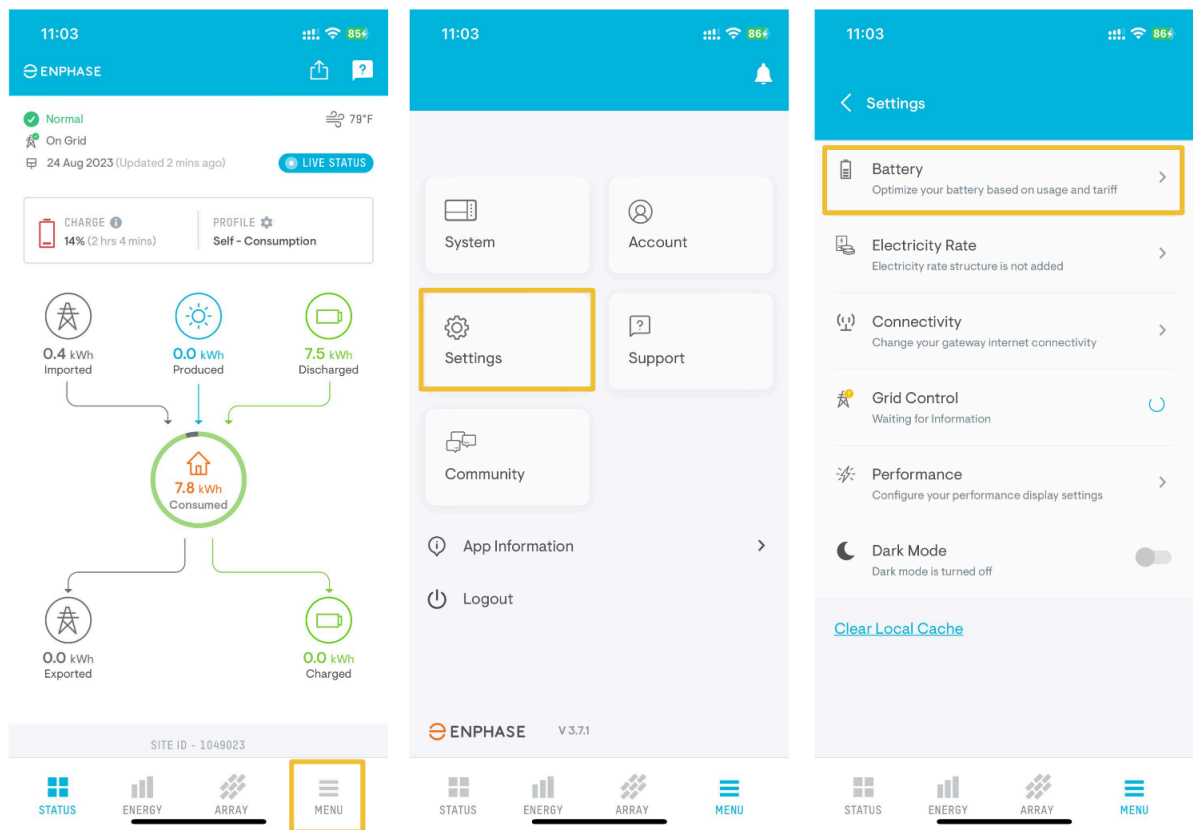
We wanted to remind you of the benefits of your Enphase system and to ensure that you are prepared in the event of a grid outage during this hurricane season.

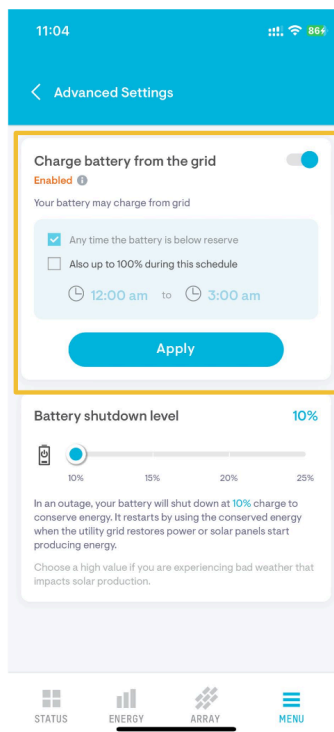
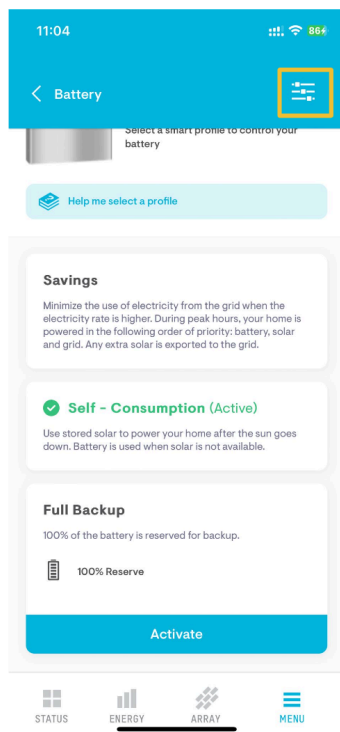
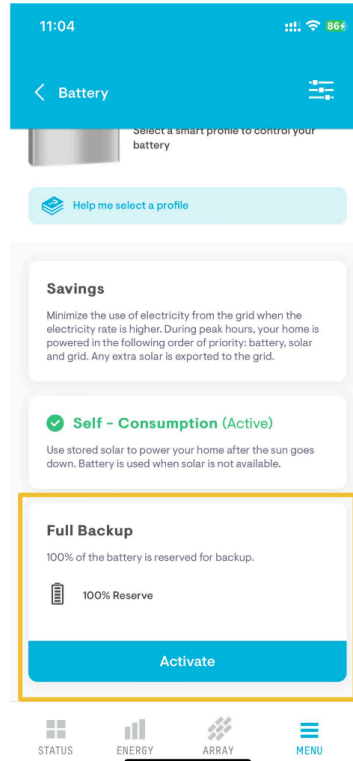
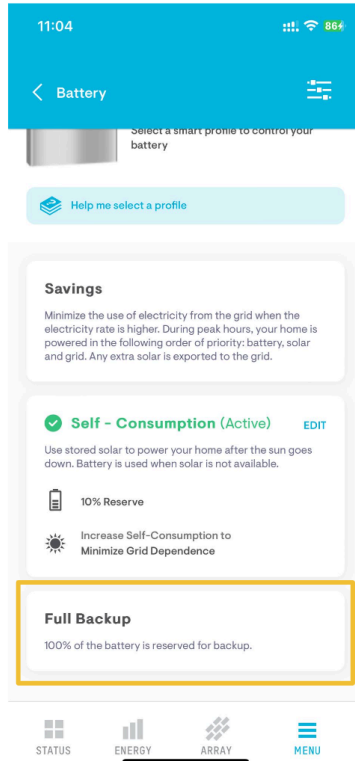


In the event of a hurricane approaching Bermuda, please ensure you change your profile setting on the Enphase Enlighten app from "Self-Consumption" to "Full Backup" to guarantee 100% battery reserve prior to a potential power outage.



*Select menu > Settings > Battery > Full Backup > Activate*





To quickly charge your battery in preparation, or if you wish to charge the battery system at night, please ensure you have enabled the "charge battery from the grid" setting under advanced settings on the app.



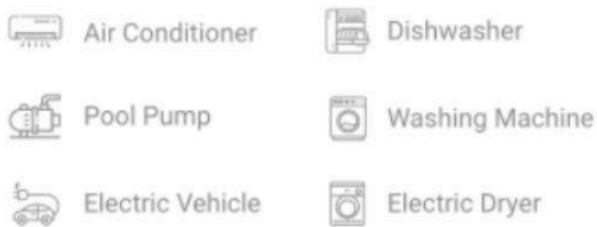
Your battery system was designed to provide power to run the primary energy loads that you identified for our team.

It is important that you manually switch off large energy consuming appliances either in an outage setting or in anticipation of an outage on your breaker panel(s). This will ensure you have enough energy to run "essential appliances" such as the ones listed below, especially at night.

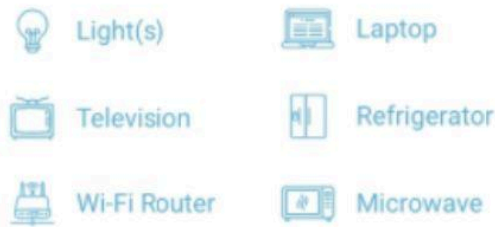
Please remember that if your battery system is overloaded with larger energy consuming appliances, it will automatically shut down and then restart to provide energy again, in increasing intervals of 30 seconds, 1 minute, 5 minute etc. If this happens, please ensure that you have switched off the larger energy consuming devices to guarantee that the battery system doesn't shut off again.

**IMPORTANT: If you experience a power outage and you have not switched off larger appliances, such as pool pumps, water heaters, AC equipment and dryers, please ensure this is done as soon as possible to guarantee that the battery system does not discharge prematurely or switch off.**

#### Large Appliances (use sparingly)



#### Essential Appliances (use normally)



## **READ BEST STORM PREPAREDNESS TIPS FROM ENPHASE HERE**

Enphase references Storm Guard and Load Control on their documentation. These features are not currently available in Bermuda so please disregard them.

During daylight hours, your system is designed to allow you to use the solar energy from your solar panels as a primary energy source before utilizing your battery reserve.

Use the Enphase Enlighten app or website to monitor your battery in an outage setting and to ensure that you are managing your energy conservatively. Clicking on the "live status" button on the dashboard will provide you with real time data about how the system is working.

**We encourage you to practice a power outage scenario at your home before any adverse weather to ensure you are prepared.**

We suggest you disconnect your internet router from the internet as part of this test to realistically reflect a grid outage event.

If you have any issues or questions you can reach out to Enphase directly 24 hours a day, 7 days a week on 1.877.797.4743.

## Monitoring your Enphase system without connectivity

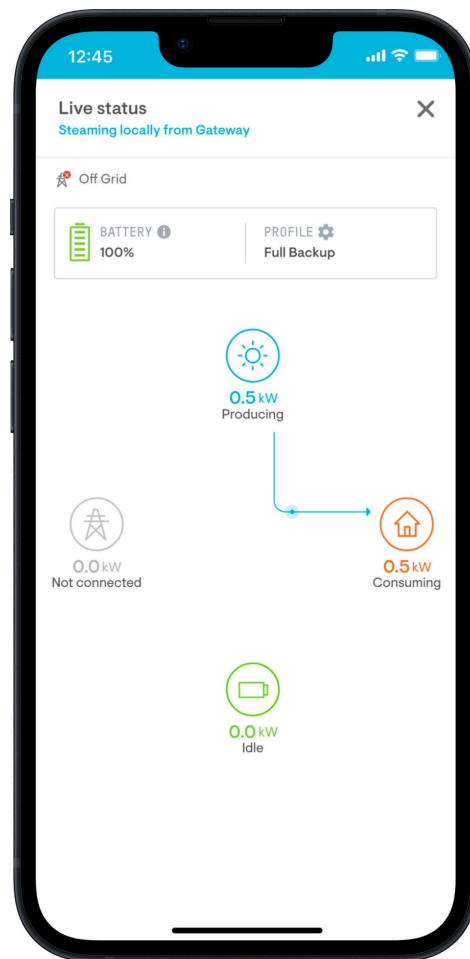
Enphase has enabled a new feature that allows you to keep monitoring your Enphase system even if you lose cell service or Wi-Fi connectivity. This can be done by connecting to the local Wi-Fi network of your IQ Gateway.

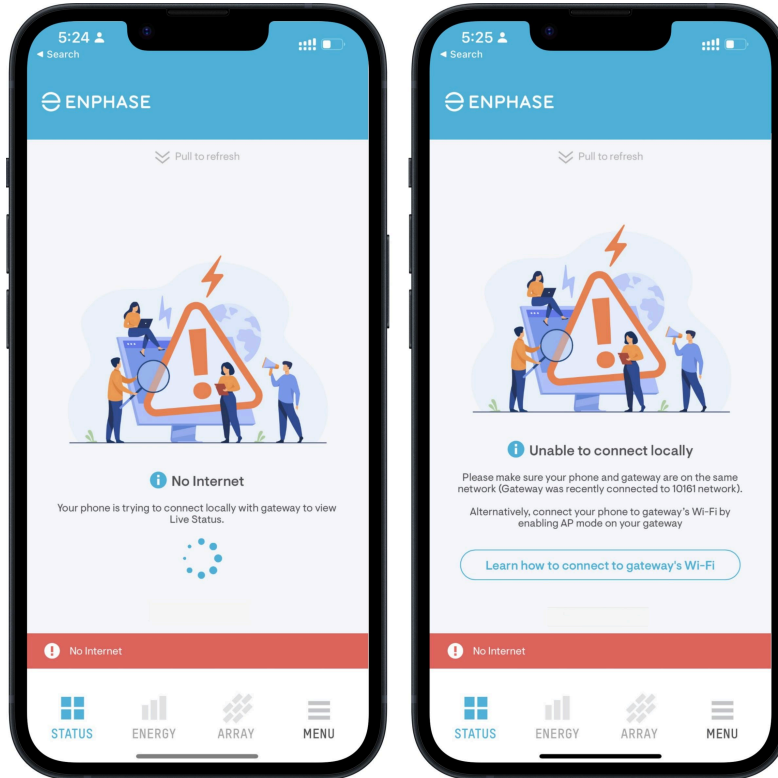
Any time you open the Enphase App, this connection will be automatically attempted. If the Enphase App cannot connect automatically, it will provide you with instructions to help you connect manually.

This feature is only available for systems with an IQ Gateway running software version 6 or higher, and if your Enphase App is up to date with version 3.6.0 or higher.

Open the Enphase App. If your app is connected to the gateway's network, the Live status will load normally with a message letting you know it's connected locally.

If the app cannot automatically connect to the gateway's local Wi-Fi network, you will be able to access instructions to help you connect manually.





Enable AP mode on the gateway, as per the instructions.

The app will automatically connect to the gateway's Wi-Fi once you've completed the steps.

Once connected, refresh the Status page to view and monitor your system.





## Restarting the batteries during an extended outage

If your system does not automatically turn on when solar power returns during an outage, you can contact our emergency support team.

Call 877-797-4743, and then select option #3.

You can also try manually restarting your IQ Batteries. The restart instructions vary depending on the IQ Battery model in your system.

To find out which IQ Batteries you have, open the Enphase App, and then tap Menu > System > Devices > Battery.

To restart IQ Battery 5Ps, follow these steps:

1. Turn off all the backup appliances in your home, and then wait for 10 minutes.
2. Press the DC switch on all the batteries.
3. Wait for 5 minutes, and then press the DC switch on all the batteries.
4. When the LED on the IQ Gateway turns solid green, turn on the backup appliances one at a time.

To restart previous IQ Battery models (3/10/3T/10T), follow these steps:

1. Turn off all the backup appliances in your home, and then wait for 10 minutes.
2. Remove the battery covers.

For instructions, see:

- [How to remove the IQ Battery 3/10 cover](#)
  - [How to remove the IQ Battery 3T/10T cover](#)
3. Turn off the DC switches on all the batteries.
  4. Wait for 5 minutes, and then turn on the DC switches on all the batteries.
  5. When the ( ) LED on the IQ Gateway turns solid green, turn on the backup appliances one at a time.
  6. Replace the battery covers.

For instructions, see:

- [How to install the IQ Battery 3/10 cover](#)
- [How to install the IQ Battery 3T/10T cover](#)

Please stay safe and sunny during this hurricane season.  
Thanks again for your support!

***The BE Solar Team***

Call **279-5907**

Visit **BEsolar.bm**

Showroom **Pitts Bay Rd. & St. Johns Rd.**