

Tesla Powerwall: Notification settings & other helpful information

Power outage notifications

If the grid has been unavailable for at least five minutes, the Tesla App will send you an alert so you can manage energy use accordingly. A second notification will be sent once power has been restored. To ensure you receive these alerts, you must first turn on notifications from the Tesla App.

How to enable power outage notification:

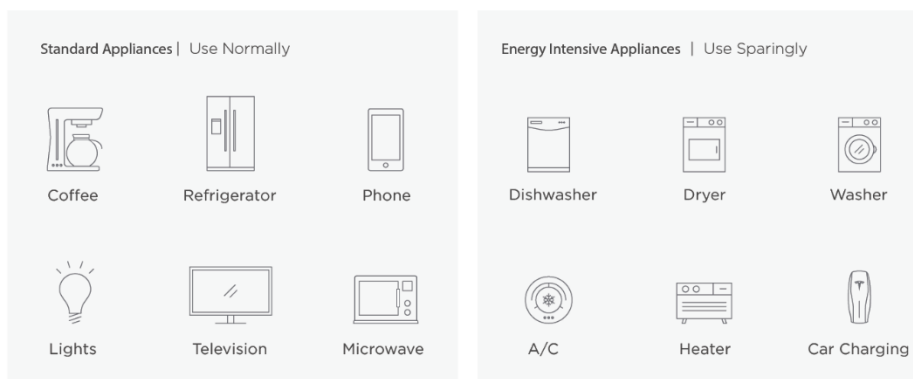
1. From the Tesla App homepage, select the 'Settings' icon in the top left corner
2. Select 'Notifications'
3. Select 'Energy' and enable 'Power Outage' notification

Note: If Notifications are currently turned off for the Tesla App, a dialog box will open and prompt you to turn on Notifications from your mobile device's general settings:

- Select 'Notifications' and move the 'Allow Notifications' slider to the ON position
- Once you allow Notifications, you will see 'Banner Style' - select 'Persistent' Banner Style (not Temporary)
- Once Tesla Notifications are enabled, navigate back to the Tesla App and select "Notifications" and select 'Energy' and enable 'Power Outage' notification

Power during an outage

When you face a grid outage, solar and Powerwall automatically become your home's main energy source. Each Powerwall can provide up to 5kW of continuous power. You can back up any number of appliances, so long as their combined power usage does not exceed the total power rating of your Powerwalls. The best way to extend your usage of Powerwall during a grid outage is to monitor your use of energy intensive appliances:



Reserve for power outages

Once you are aware of a power outage, you can begin to keep an eye on your battery reserve. After sunset, you will want your battery to have a sufficient reserve to power your loads overnight.

How to increase your reserve for power outages:

1. From the Tesla App homepage - scroll down and select 'Customize'
2. Under the 'Self-powered' section, there is an option to decrease or increase the 'Reserve for Power Outages'

Storm watch

With storm watch enabled, Powerwall will automatically charge to 100% when it detects incoming storms, either from solar if available, or from the grid. You will be notified when Powerwall is in storm watch mode, and Powerwall will automatically return to its previously selected mode after the weather event ends.

How to enable storm watch:

1. From the Tesla App homepage - scroll down and select 'Customize'
2. Scroll to the bottom of the page and move 'Storm Watch' slider to 'Standby' position.

Monitoring from your home network

If you lose connectivity to the Tesla app, you can monitor your Powerwall power flow and charge level through the Gateway. If your system is already connected to your home network with a wireless or a wired connection, you can navigate to the Powerwall Wizard landing page from a standard web browser:

- Launch a browser using any device connected to your home network.
- Enter <https://teg-xxx>, where xxx is the last 3 digits of the Gateway serial number.

If your system is not connected to your home network, you can connect to the Wi-Fi network hosted by the Gateway, see next page.

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Connect to Backup Gateway 1 Wi-Fi Network

1. Using a Wi-Fi capable computer, tablet, or phone, connect to the Gateway Wi-Fi network, which appears as "TEG-yyy," where yyy is the last 3 digits of the Gateway serial number.
2. Wi-Fi Password: Enter the full serial number of the Gateway:
 - If the serial number starts with an "S," enter the full serial number of the Gateway as it appears on the serial number sticker (without parentheses or colon).
 - If the serial number does not start with an "S," enter an uppercase "S" and follow with the full serial number of the Gateway as it appears on the serial number sticker.
 - All letters in the serial number must be capitalized.
3. Launch a browser and enter <https://teg-yyy>, where yyy is the last 3 digits of the Gateway serial number.



NOTE: If the connection to the Gateway fails repeatedly, try clearing the browser cache, deleting cookies, and relaunching the browser before connecting. When you first connect, you may see a privacy warning, which only indicates that the browser does not recognize the Gateway certificate. It is safe to click through this warning and proceed with the connection to the Gateway.

See next page for connecting to Backup Gateway 2 Wi-Fi Network

Connect to Backup Gateway 2 Wi-Fi Network

1. Locate the label with the QR code on your Gateway.
2. Open the Camera app on your smartphone and point it at the QR code.
3. Select the option to connect to the TEG network when it appears on your screen.
4. Open a browser and navigate to <https://teg-yyy>, where yyy is the last 3 digits of the Gateway serial number.
5. Select Advanced and proceed to site.

NOTE: If the connection to the Gateway fails repeatedly, try clearing the browser cache, deleting cookies, and relaunching the browser before connecting. When you first connect, you may see a privacy warning, which only indicates that the browser does not recognize the Gateway certificate. It is safe to click through this warning and proceed with the connection to the Gateway.



Restarting Your System

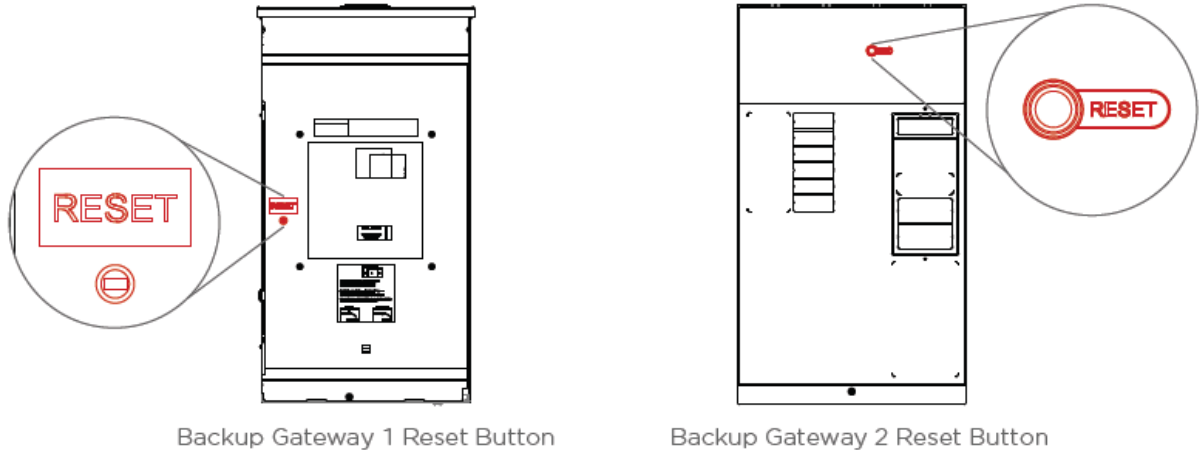
If your Powerwall system stops producing power, it may have been overloaded or run low on energy and entered a standby state. To restart your system, ensure that all energy intensive loads (see page 1 for examples) in the home are turned off to reduce the amount of power needed. You can initiate a restart by toggling the on/off switch on any Powerwall in your system. **Remember to leave the Powerwall switch in the ON position to maintain connection to the Gateway.**



Powerwall On/Off Switch

After a restart, if energy is low and there is insufficient solar to charge, Powerwall will return to a standby state after 6 minutes, so it is best to do this during daylight hours.

If the manual restart is not successful in bringing Powerwall back online, you can reset the entire system by power cycling your Gateway using the reset button (note that this only reboots the Gateway, it does not reset any settings). If this is not successful, this usually means there is insufficient energy remaining to start the system, and you will need to wait until your system receives more sunlight.



Backup Gateway 1 Reset Button

Backup Gateway 2 Reset Button

Powerwall Tech Support

For Powerwall tech support, please call Tesla at 1-877-961-7652, and select option 2. You can also visit www.tesla.com/support/energy. The serial number of the Gateway is located on the inside door of the unit.

Please feel free to contact LightWave Solar at support@lightwavesolar.com if you have questions or concerns about your system; however, we recommend you contact Tesla for Powerwall tech support at the number listed above. If a service visit is needed, Tesla will coordinate with LightWave Solar.

Thank you for choosing LightWave Solar and Tesla Powerwall. We hope you enjoy your system!