



## Frequently asked questions - the Tesla Powerwall

### How does the solar and battery system work?

During the day, the solar generated supplies the house load first and then charges the battery. Even when you're not home during the day, there are appliances, such as your fridge, that are always on. When there's not enough solar to power the home or it's night time, the battery will discharge to power the home and when the battery has fully discharged any additional load required will come from the grid. You'll be able to see this working on the web portal.

### Does it provide backup?

Yes, the system will support some of your lights and appliances in an outage. We'll work with you on what will be supported during install.

### Why do I need solar, can I have a Tesla Powerwall without it?

You can, the Powerwall can be used without solar to provide backup in an outage and to make use of time of use pricing, if available.

The Powerwall is ideally suited to maximise your benefit from solar. Without a battery, often the solar you generate during the day isn't used by you, it's exported to the grid while you are at work or school. The Powerwall allows you to store that electricity to use when you need it most, usually in the evening

### What is the price?

We design each system specifically for your home, so please contact us for more information and pricing.

### Maintenance - Does the Tesla Powerwall require regular maintenance?

The system shouldn't require maintenance. If your Powerwall system is installed outside, you'll need to keep the top of the battery and inverter free of leaves. Like their cars, Tesla improve the system through firmware updates.

### Warranty - What is the warranty for the Tesla Powerwall and what does it cover?

The Tesla Powerwall comes with a 10 year limited warranty from Tesla Energy. The limited warranty covers defects in parts and workmanship, provided the Tesla Powerwall is registered and used as intended.

### Selling Power - Can I sell my excess power back to the grid?

Yes, you can sell your stored excess power back to the grid whilst using the Tesla Powerwall, provided you have the necessary arrangements in place with your electricity retailer (the company that sends you your electricity bill). You will require a two way meter and will need to be registered on the distributed generation register.



### **What sets the Tesla Powerwall apart from any other battery solution?**

Over the last 12 years, Tesla Energy has developed great expertise around the usage and safe deployment of lithium ion batteries in electric vehicles. That depth of knowledge is leveraged for the Tesla Powerwall. In addition, the Tesla Powerwall is wall mounted, great looking and Tesla Energy provides a limited warranty for up to 10 years. The Tesla Powerwall offers high performance and reliable operation for a homeowner. Tesla Energy aims to deliver a great user experience to the end customer and help make renewable energy accessible and easy to use for everyone.