



SolarEdge Energy Hub Inverter with Battery Backup What to do in a grid outage *AND* internet outage

In the event of a power outage and internet outage your [MySolarEdge](#) app will NOT work, thus you will not be able to use it to check the amount of energy left in your battery bank or receive alerts from from the MySolarEdge app.

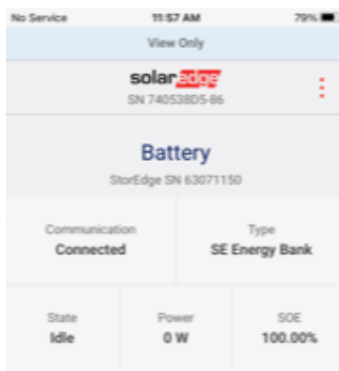
In order to have any insight into the amount of energy in your battery bank you will need to use the SolarEdge [SetApp](#) app. Once you have downloaded the app click on it and follow the instructions it provides to you once you open it up. This app utilized a wifi connection directly between the inverter and your smart device. The QR code it wants you to scan is located on the right side of the inverter in the upper section. It is the biggest of the QR codes on the inverter.

Example:



If you need to operate the system off-grid and without internet for any length of time it is advisable to scale down your kWh usage as you will have limited insight and no access to alerts regarding the real time energy available in the battery bank.

To see the data regarding power left in the battery, scroll down to the section called Battery



SOC means State of Charge. The state of charge is between 0% and 100%
If you overload the battery with instantaneous draw and need to power cycle the system follow the “Energy Hub with Batteries Powercycle process” document

Keep in mind that outlasting a grid-outage with PV and Battery only (no fossil fuel based generator) is essentially like “glorified camping” and the weather conditions that caused the outage will have a big impact on your solar array’s ability to refill the batteries with energy for you to use. We recommend simulating a grid outage so you can see what this feels like and get used to the process before it happens in real time.

Our service team is happy to take your questions during normal business hours, but at this time we are not available for 24-7 support.