



Tesla Powerwall Client Resources

Tesla maintains a great library of resources for system owners, we have collected relevant information for the most common questions here.

[How Powerwall Works](#)

Powerwall gives you the ability to store energy for later use and works with solar to provide key energy security and financial benefits. Each Powerwall system is equipped with energy monitoring, metering and smart controls for owner customization using the [Tesla app](#). The system learns and adapts to your energy use over time and receives over-the-air updates to add new features and enhance existing ones.

[Tesla App for Energy](#)

In order to effectively use a Tesla Powerwall battery backup system you must download the app to a smart device. The Tesla app offers an all-in-one experience for you to manage your Tesla energy products from anywhere and at any time. To get started, download the Tesla app from the [App Store](#) or [Google Play store](#) and [sign in to your Tesla Account](#).

[Connecting Directly to Tesla Gateway When the Internet is Down](#)

If you lose internet or cellular connection, view instructions on how you can monitor your system’s power flow and charge level via web browser by connecting to your Gateway or Powerwall+.

[How to Simulate a Grid Power Outage, Go Off-Grid, \(Using The App\)](#)

Go Off-Grid allows you to disconnect your Powerwall from your utility grid to simulate the experience of being off the electrical grid. With the ability to disconnect using the [Tesla app](#), your Powerwall puts you in direct control of your home energy ecosystem, improving your energy independence and security. Use Go Off-Grid to simulate an extended outage on renewable energy and become familiar with how your Powerwall system behaves during an outage. [Learn more about what Powerwall backs up](#) when you disconnect from the grid and test out your connected loads.

[Best Practices During Power Outages](#)

Powerwall brings you energy independence and security, so life in your home can carry on uninterrupted during a grid outage. During a power outage, Powerwall discharges its stored energy to provide power to your home. However, if your Powerwall is off-grid for what may become an extended duration, you may wish to familiarize yourself with the following best practices to extend the backup duration of your system during an outage.

[Troubleshooting Your Powerwall](#)

Your Powerwall may require some basic troubleshooting from time to time. Some issues can be resolved from the convenience of your home without the need for additional technician assistance.

Note: Do not troubleshoot during a grid outage or in extreme weather conditions.

[Tesla Powerwall Video Guides](#)

Click on “Powerwall” to go to videos.

[Get Help and Schedule Service](#)

Get help and find answers in the Tesla app if you are experiencing issues with your solar system.

To get started, [download the Tesla app](#) and sign in using your Tesla Account. If you already use the app for your Tesla vehicle, register your energy products using the same email address.

<u>Powerwall Owner Documents</u>			
Powerwall 2	Owner's Manual Warranty (US) Powerwall 2 Technical Specifications Backup Gateway Technical Specifications	Powerwall 3	Owner's Manual Warranty (US) Technical Specifications Backup Gateway Technical Specifications