



# Alpha ess tech support australia

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Our Frequently Asked Questions (FAQs) section is here to assist you. Find answers to common questions, troubleshoot issues, and get the most out of your experience.

By actively monitoring your Alpha ESS battery, you can keep an eye on your system health, ensuring a longer lifespan and helping you to get the most out of your investment.

This is a measurement of the energy produced by your rooftop solar system. You use this energy to power your home and charge your batteries. This will vary depending on the time of year and the weather conditions.

This shows how much charge is currently stored in your battery, expressed as a percentage. For example, 100% means your battery is fully charged, while 30% means it's almost empty. There is a small amount of power reserved (usually around 15%) to maintain long-term battery health.

This is the amount of energy you are consuming in the home at any given time. This energy can be provided by your solar panels, your battery, the grid, or a combination of these. Load will vary throughout the day, for example when you run your kettle or use your air conditioner.

This shows the amount of your energy that you have purchased from the grid and will usually follow a similar pattern to your load value. Once your battery is empty, any energy that you consume will be purchased from the grid at the rate set by your energy retailer. This may vary depending on the time of day if you are on a Time of Use tariff. If you are unsure about your energy tariff or your current energy plan, please refer to your electricity bill.

Figure 1 - My System: This depicts a real-time power diagram that can be used for a quick snapshot of your current solar production, energy usage, battery activity and feed-in/import from the grid.

Figure 2 - Statistics: This depicts a statistical diagram in adjustable intervals. Each number at the bottom of the graph represents either a day of the month, month of the year, or year since installation. Using this graph can help you gain a greater overview of the total energy data in a specified period of time. This can be useful when wanting a comprehensive overview of your historical energy data.

Figure 3 - Power: This gives you a more granular view of a 24-hour period of data. In the example image provided, you will notice that the battery discharges through the late hours of the night and into the morning. Once the solar begins to generate, you can see the battery starts charging to help store the excess solar. Once the sun goes down and there is no longer solar energy being produced, the battery will begin to discharge to respond to energy usage in the home.



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Now you know all the key terms, you can view and interpret the data in the Alpha ESS app. This can be displayed as a daily Power Diagram, or you can view historical information through the Statistical Diagram. This can help you understand your battery's performance over time as well as your expected savings.

The way that this information is captured is through metering equipment which we have installed at the back of your switchboard. We do our best to ensure that the data provided is as accurate as possible, however, this may not always be feasible depending on the layout of your property. If you have concerns about your data, please contact our Product Support team on (03) 7037 0191 to discuss.

You may have noticed that on the front of your battery that there are a number of LED light indicators. These can help you to get a quick glance at the state of your battery and monitor for any issues. To have a greater understanding of what these lights mean, please see below.

Contact us for free full report

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