
SolarEdge Energy Bank FAQs

Q: Which cell technology does SolarEdge Energy Bank use?

A: Energy Bank is based on Li-ion NMC and is compliant with advanced safety ratings, such as UL1642, UL9540, UL1973, UN38.3, & has been tested to UL9540A.

Q: What is Energy Bank's usable energy capacity?

A: 9.7kWh (100% depth of discharge).

Q: What is Energy Bank's round-trip efficiency?

A: 94.5%

Q: How much continuous power can be drawn during an outage?

A: 5kW per Energy Bank battery with 7.5kW peak power; connect up to 3 Energy Bank batteries per SolarEdge Energy Hub inverter and up to 3 Energy Hub Inverters per Backup Interface, for a maximum of nine batteries, delivering up to 30.9kW of continuous backup power.

Q: Does SolarEdge Energy Bank automatically switch to backup during an outage?

A: Yes. It will automatically transfer power to the home during an outage. So long as the system has been properly commissioned and installed with the necessary components (i.e. Energy Bank and Backup Interface)

Q: What is SolarEdge Energy Bank's operating temperature range? (i.e., indoor/outdoor)

A: +14 °F to +122 °F / -10 °C to +50 °C

Q: Is SolarEdge Energy Bank compatible with SolarEdge's StorEdge inverter?

A: No. It is only compatible with the SolarEdge Energy Hub inverter. A complete list compatible inverter models can be found [here](#).

Q: Is SolarEdge Energy Bank compatible with other inverter brands on the market?

A: No.

Q: How is the SolarEdge Energy Bank monitored?

A: Installers can use the SolarEdge Monitoring Platform and/or the Monitoring app, while homeowners can use the mySolarEdge app.

Q: Is the Energy Bank warranty valid if it is not connected to SolarEdge Monitoring Portal?

A: The Energy Bank warranty is not valid if it is not connected to the SolarEdge Monitoring Portal. For more information, please see the [Energy Bank Limited Warranty](#).

Q: What type of warranty does the customer get?

A: 10 years, with 70% capacity retention. Please refer to the Energy Bank Warranty terms available [here](#) for additional information.

Q: Does Energy Bank work with a severe weather/outage alert system?

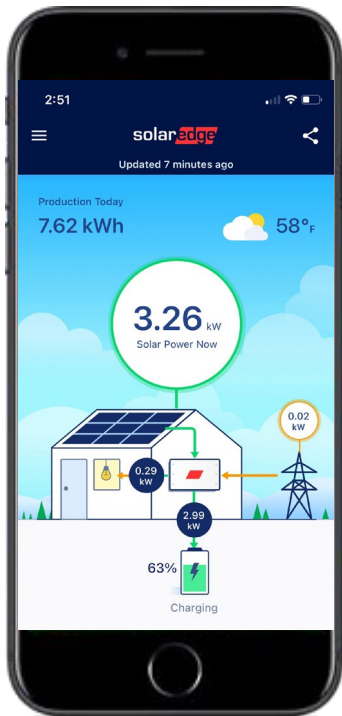
A: Yes, Weather Guard is capable of detecting storms or severe weather conditions in the site's area and if enabled by the homeowner, it can charge the SolarEdge Energy Bank battery. It also helps increase savings by keeping a low backup reserve percentage and prolongs the backup time during potential power outages.

Q: How many batteries are needed to backup a home?

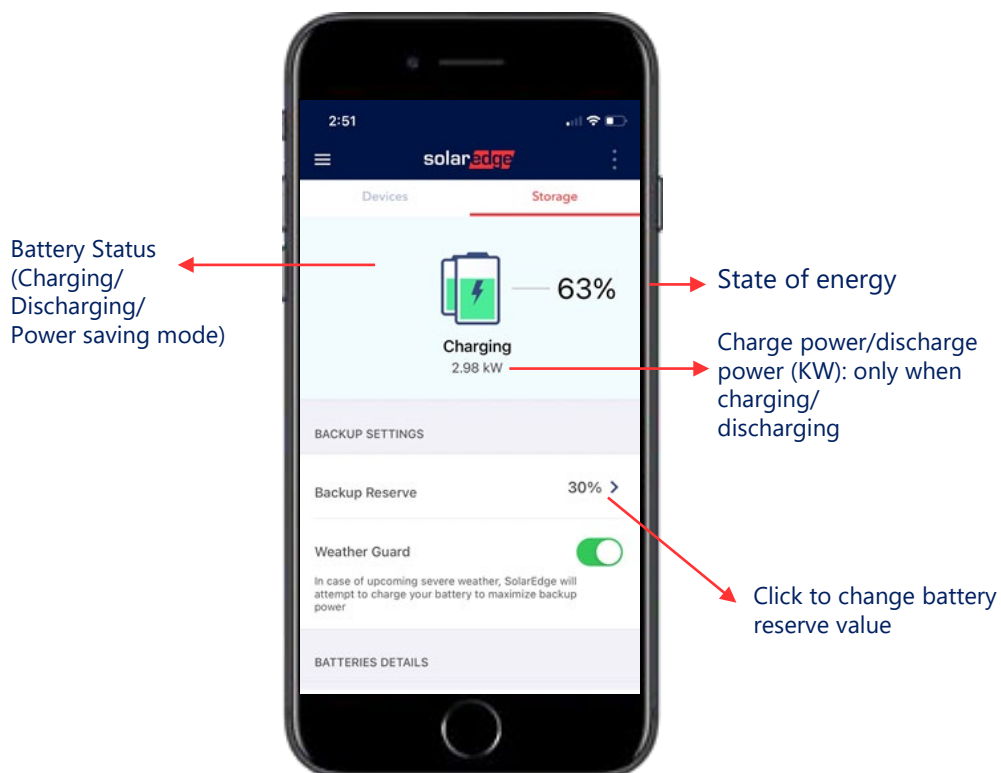
A: The number of batteries will change depending on what loads are being backed up, how many, and for how long. SolarEdge has an [estimator tool](#) to help you determine the number of batteries required for your needs.

Q: Where can the Energy Bank battery status be viewed in the mySolarEdge app? What are the other battery controls available?

A: You can navigate to the battery controls by tapping the battery icon on the site dashboard tab and also by going into the smart home tab (as seen in screenshots below).



The app allows you to view battery status and charging/discharging, and view and control the battery reserve levels. See below diagrams.

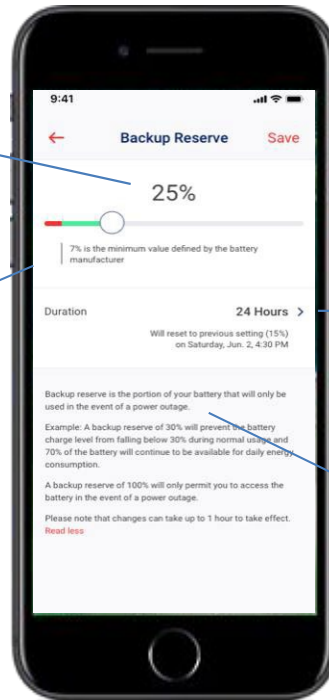


Battery Reserve Levels:

- You can view and change the backup reserve value if you have an Energy Hub inverter with an Energy Bank battery and our backup interface (BUI). Backup reserve is configured per site, not per Energy Bank—ask your installer for more information on local regulations specific to your system.

Backup reserve value

<Backup min SOE> is the minimum state of energy defined by the battery manufacturer which is the minimum level of charge the battery should always have



Duration

Backup reserve is the portion of your Energy Bank that will only be used in the event of a power outage.

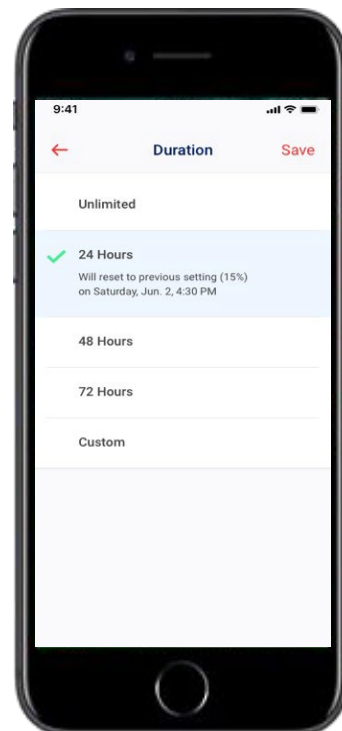
Example: A backup reserve of 30% will prevent the Energy Bank charge level from falling below 30% during normal usage and 70% of the battery will continue to be available for daily energy consumption.

A backup reserve of 100% will only permit you to access the Energy Bank battery in the event of a power outage.

Please note that changes can take up to 1 hour to take effect.

Changing Backup Reserve Duration:

- You can also change the amount of time your system will run on backup reserve.
- After reconfiguring, the reset time and date will be viewable



Installer FAQs:

Q: Must I be certified to install/sell Energy Bank?

A: Yes. To qualify to sell and/or install SolarEdge Energy Bank, you will need to become certified at EDGE Academy online. Click [here](#) to complete your training.

Q: Is SolarEdge Energy Bank indoor and outdoor friendly?

A: Yes. Additional information is available in the installation guide.

Q: Is SolarEdge Energy Bank wall and floor-mountable?

A: Yes. Additional information is available in the installation guide.

Q: Which SolarEdge inverters does SolarEdge Energy Bank support?

A: It only supports the SolarEdge Energy Hub inverter. A complete list compatible inverter models can be found [here](#).

Q: Do consumption CTs come separate or are they included with the Backup Interface?

A: The CTs are built into the Backup Interface and can be used for whole home backup. For partial home backup, you can relocate the backup loads to the mains and use external CTs, which are purchased separately.

Q: Does SolarEdge Energy Hub support multiple SolarEdge Energy Banks?

A: Yes. You may stack up to 3 Energy Bank batteries per SolarEdge Energy Hub inverter and up to 3 Energy Hub Inverters per Backup Interface, for a maximum of nine batteries, delivering up to 30.9kW of continuous backup power.

Q: What are the altitude limitations of the Energy Bank battery?

A: 6562ft / 2000m

Q: Can I install a SolarEdge Energy Bank without a Backup Interface?

A: Yes, but it will not be able to provide backup power if the grid goes down.

Q: Can I install a SolarEdge Energy Bank with an Energy Hub that already includes an LGES battery?

A: No, mixed battery brands are not supported at this time. We are considering this as a roadmap item for the future.

Q: Will my existing installed Energy Hub inverters be compatible with the upcoming Energy Bank?

A: Yes, but it will require a firmware release which is expected to be available [in 2022](#).

Q: How do you get the Energy Bank battery to communicate with the Energy Hub inverter?

A: SolarEdge recommends you purchase an EnergyNet card to be installed inside of the Energy Hub inverter. However, you may use RS485 hardwire.