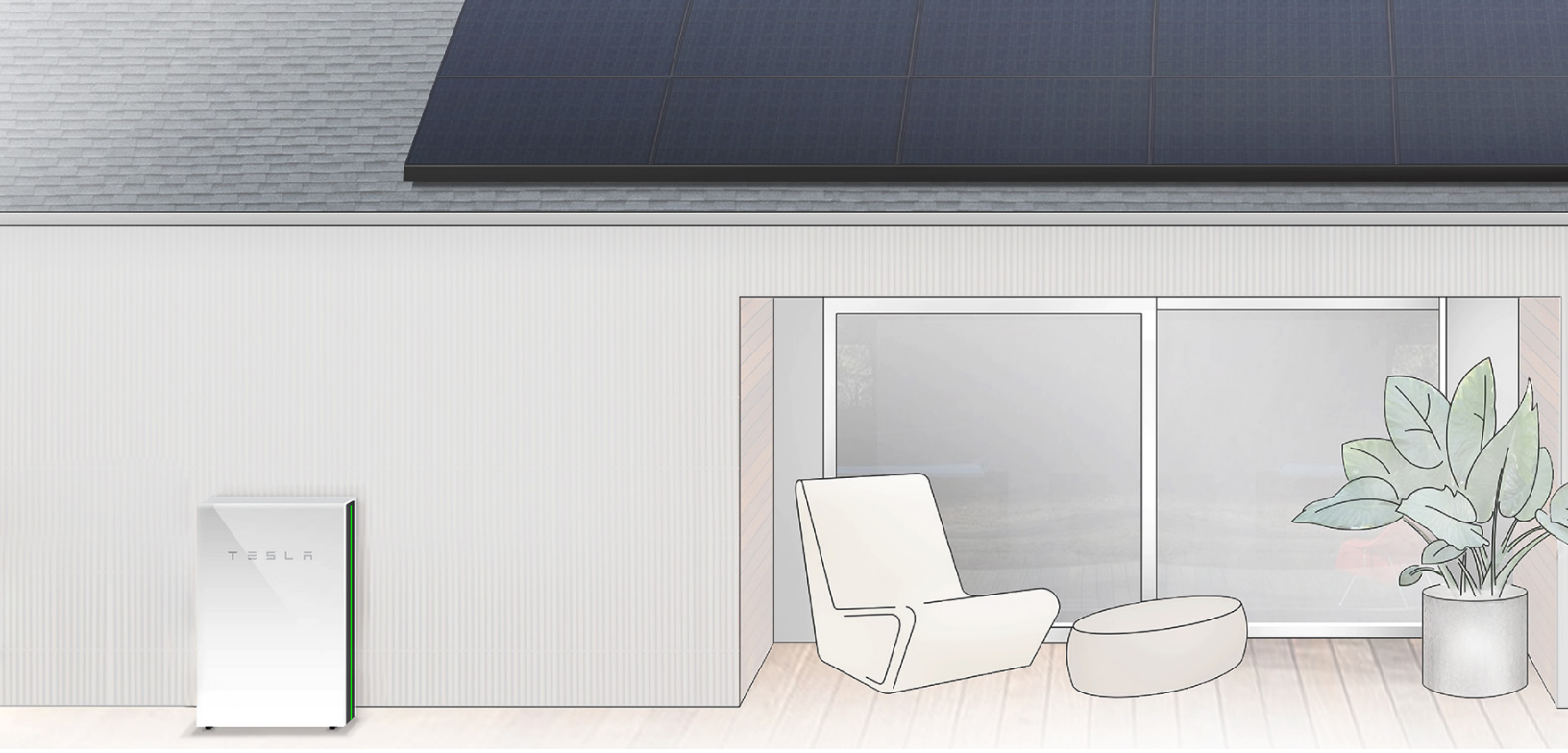



# POWER DURING A GRID OUTAGE

Each Powerwall can provide up to 5 kW of continuous power. You can back up any number of appliances, so long as their combined power usage does not exceed the total power rating of your Powerwalls.

The best way to extend your usage of Powerwall during a utility grid outage is to monitor your use of energy intensive appliances like air conditioners, car charging, or dishwashers.

**Standard Appliances** | Use Normally

- Coffee
- Refrigerator
- Phone
- Lights
- Television
- Microwave

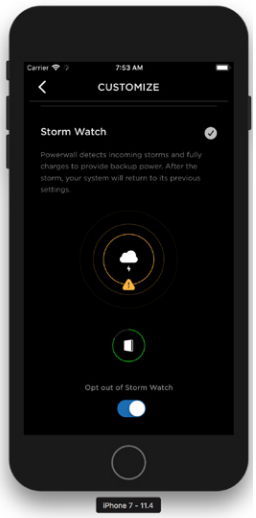
**Energy Intensive Appliances** | Use Sparingly

- Dishwasher
- Dryer
- Washer
- A/C
- Heater
- Car Charging

TESLA SUPPORT: IF YOU HAVE ANY QUESTIONS, FEEL FREE TO CONTACT US AT (877) 961-7652 SELECT OPTION 2 OR VISIT OUR SUPPORT PAGE AT WWW.TESLA.COM/SUPPORT/ENERGY

## STORM WATCH

When a storm or severe weather is on the horizon, increasing the likelihood of a utility power outage, Powerwall triggers Storm Watch. This mode automatically charges Powerwall to maximum capacity so it can provide backup power. The Tesla app notifies customers that Powerwall has activated Storm Watch. The mode remains active until the weather event ends, at which time the system returns to its previously selected mode. It is possible to disable this mode by going to the Tesla app, selecting 'Customize' and then 'Storm Watch.'




## MONITORING FROM YOUR HOME NETWORK

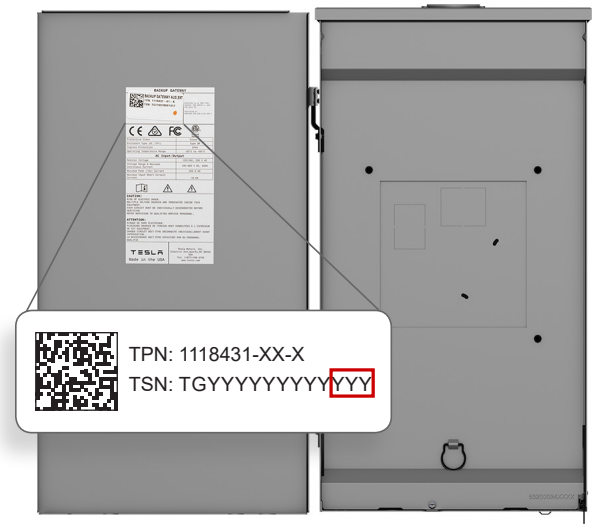
If you lose connectivity to the Tesla app, you can monitor your Powerwall power flow and charge level through the Gateway. If your system is already connected to your home network with a wireless or a wired connection, you can navigate to the Powerwall Wizard landing page from a standard web browser.

1. Launch a browser using any device connected to your home network.
2. Enter https://teg-yyy, where yyy is the last 3 digits of the Gateway serial number.

If your system is not connected to your home network, you can connect to the Wi-Fi network hosted by the Gateway.

### Connect to Backup Gateway 1 Wi-Fi Network

1. Using a Wi-Fi capable computer, tablet, or phone, connect to the Gateway Wi-Fi network, which appears as "TEG-yyy," where yyy is the last 3 digits of the Gateway serial number.
2. Wi-Fi Password: Enter the full serial number of the Gateway, beginning with "S":
    - If the serial number starts with an "S," enter the full serial number of the Gateway as it appears on the serial number sticker (without parentheses or colon).
    - If the serial number does not start with an "S," enter an uppercase "S" and follow with the full serial number of the Gateway as it appears on the serial number sticker.
    - All letters in the serial number must be capitalized.
3. Launch a browser and enter https://teg-yyy, where yyy is the last 3 digits of the Gateway serial number.




NOTE: If the connection to the Gateway fails repeatedly, try clearing the browser cache, deleting cookies, and relaunching the browser before connecting. When you first connect, you may see a privacy warning, which only indicates that the browser does not recognize the Gateway certificate. It is safe to click through this warning and proceed with the connection to the Gateway.

### Connect to Backup Gateway 2 Wi-Fi Network

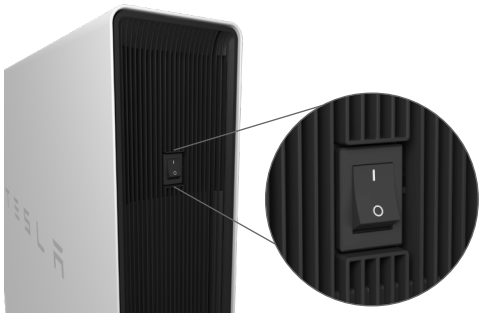
1. Locate the label with the QR code on your Gateway.
2. Open the Camera app on your smartphone and point it at the QR code.
3. Select the option to connect to the TEG network when it appears on your screen.
4. Open a browser and navigate to https://teg-yyy, where yyy is the last 3 digits of the Gateway serial number.
5. Select Advanced and proceed to site.

NOTE: If the connection to the Gateway fails repeatedly, try clearing the browser cache, deleting cookies, and relaunching the browser before connecting. When you first connect, you may see a privacy warning, which only indicates that the browser does not recognize the Gateway certificate. It is safe to click through this warning and proceed with the connection to the Gateway.

## RESTARTING YOUR SYSTEM

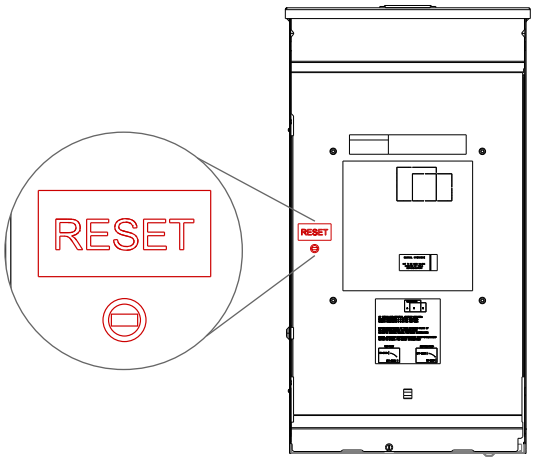
If your Powerwall system stops producing power, it may have been overloaded or run low on energy and entered a standby state. To restart your system, ensure that all energy intensive loads (see page 1 for examples) in the home are turned off to reduce the amount of power needed. You can initiate a restart by toggling the on/off switch on any Powerwall in your system. **Remember to leave the Powerwall switch in the ON position to maintain connection to the Gateway.**

After a restart, if energy is low and there is insufficient solar to charge, Powerwall will return to a standby state after 6 minutes, so it is best to do this during daylight hours.

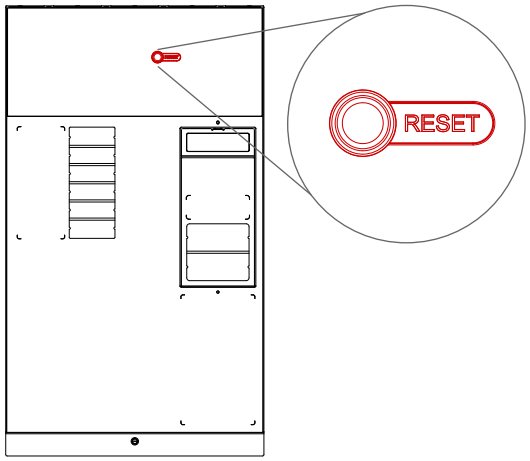


Powerwall On/Off Switch

If the manual restart is not successful in bringing Powerwall back online, you can reset the entire system by power cycling your Gateway using the reset button (note that this only reboots the Gateway, it does not reset any settings). If this is not successful, this usually means there is insufficient energy remaining to start the system, and you will need to wait for a grid connection to return.




Backup Gateway 1 Reset Button




Backup Gateway 2 Reset Button