

# WATTS BATTERY

## Frequently asked questions

### How I can manage my WATTS?

The main tool to manage your WATTS is a mobile application. It shows all the information about the charge, consumption, time of usage, as well as detailed statistics. Data transfers between WATTS and your mobile device via Wi-Fi or Bluetooth.

### How long should I charge the WATTS?

The charging time of your WATTS depends on how you are going to charge it. When plugged into a 220V wall socket, one WATTS block is charged from 0% to 100% in 3 hours. When WATTS is charging from PV (solar) panels, the charging time is highly dependent on the power of the connected PV-panels. With the maximum possible input power of connected PV (solar) panels in 1.5 kW on a sunny day, the full charging time will be about 1 hour. With 200W PV-panels charging time will be about 6 hours.

### Can I get online and surf the web using my WATTS?

No, you can't. Your WATTS contains a Wi-Fi module inside, but it is required to connect the WATTS to the existing network for data exchange between the cloud service and the mobile application.

### Does the WATTS have water protection?

No. Currently WATTS has an IP20 electrical enclosure protection rating, which corresponds to the lack of protection against harmful effects of water. However, our engineers are working hard to provide a higher degree of protection in this direction.

## Where can I install my WATTS?

You can install WATTS on any solid and flat horizontal surface. But the installation site must comply the following requirements:

- It is highly recommended to use WATTS away from children and pets.
- The installation site must be protected from water and dust. Do not place objects filled with liquid, such as vases, on the WATTS.
- There are no sudden temperature changes at the installation site and there is a very low probability of water vapor condensation inside the device.
- Do not place flammable materials directly next to the WATTS device.
- Ventilation outlets shall always be open, clean and at least 20 cm away from any obstacles or objects that may disturb the ventilation of the device.

Operation of the device in rooms with explosive or chemically active environment that destroys metals and insulation is prohibited.

## I fully charged my WATTS, how long will it hold a full charge if unused?

If you fully charge your WATTS and leave it off, the unit will retain charge for over 5-6 months. But we strongly recommend you to recharge WATTS every 3-4 months to keep the battery pack in working condition. This will increase battery lifespan.

## My WATTS is beeping? What does it means?

Inside the WATTS is installed a special speaker that beeps in case of errors arising from the operation of the unit:

- When the components inside the module overheat, the red indicator on the top panel is activated, a sound signal is given and WATTS is switched off within 10 seconds. To use the WATTS again, let the device cool for 30 minutes and turn it back on. If you encounter a second error, please contact customer service.
- If the connected load exceeds the value of 1.5 kW, the red overload indicator lights up on the unit and the sound signal is activated. Please reduce or turn off part of the load for 7 seconds, otherwise the protection algorithm will turn off the WATTS. To continue working, reduce the load and switch on the WATTS.
- When other faults occur, the red error indicator lights up on the module and a sound signal is given. Please contact customer service for further instructions

## Some lights are flashing on the WATTS. What does it mean?

This is an absolutely normal process for WATTS, that's how your WATTS signals its status. You can find out what the flashing of each indicator means in the user instructions chapter "display panel" (available in the mobile app or on the website)

## How do I register my WATTS?

You can register your device in the mobile app. To do this, fill out the registration form and confirm the email address.

## Can I connect to my WATTS without a Wi-Fi network? Like when I'm camping?

Yes, you can connect to your WATTS via the mobile app using Bluetooth.

## I want to connect several WATTS to the app, how can I distinguish them?

To connect a new WATTS unit, turn it on, click the add device button in the mobile app, find the connected WATTS via Bluetooth and connect it in the app. Go through the initial WATTS setup procedure. You can also rename the WATTS block as you wish. (for example: WATTS- lounge, WATTS-Jones, etc.)

## How to update the software of my WATTS?

When a new firmware for WATTS appears, you will see a notification in your mobile app. You can choose when to update the software.

## I forgot my account password, what should I do?

To recover your account password, please use the password recovery form in the application. Follow the on-screen instructions. Do not forget that to recover your account password, you will need access to your e-mail. If you have any problems, please contact our technical support.

## Where is your product manufactured?

Designed by Apple in California/ Assembled in China.

This is a Joke! In fact, our product is developed by a professional team of engineers and programmers from Russia, and is produced at a certified factory in Finland.

Thus, we offer you a high quality European product at an attractive price.

## Do you have a dealer program? I want to become a supplier

Yes, we have a dealer program. If you are interested in details and our terms and conditions, please email us at: [office@wattsbattery.com](mailto:office@wattsbattery.com)

## Why should I use WATTS?

WATTS allows anyone to create their own personal independent power plant from any available source of energy (solar panels, wind generators). It's as easy as turning on the TV, just plug it in the socket and press the power button. We offer people the opportunity to be independent from energy companies, power line accidents, power supply failures, etc.

With the mobile app you can manage and be aware of the consumption of your home. You can see the statistics of the charge from the solar cells, control WATTS charging time, and much more.

WATTS is an environmentally friendly energy source, just attach solar panels to it and say NO to harmful emissions from fuel power plants!

## How do I know if my device can work with WATTS?

If your device is powered by AC 220V/50Hz or powered by USB (DC 5V), then it will work from WATTS, but there are some features:

1. First, you need to know what output power your device has. The power value can be written on the device marking, or in the user guide, or you can find this information on the Internet.
2. If the output power of your device is less than or equal to 1500 W (1.5 kW), it will work perfectly from WATTS without limitation.
3. If the output power of your device exceeds 1500 W (1.5 kW), it can work from one WATTS unit only if WATTS is connected to a socket. If you use WATTS without an electric network, the internal battery will not withstand the load and the built-in protection will turn off WATTS.

In order to prevent this from happening, we recommend you to purchase another WATTS unit. Because the two WATTS units can supply devices with output power up to 3 kW, and three WATTS already 4.5 kW, etc. So you will be able to provide even the most powerful requirements for devices

## How can WATTS help me save money?

In the absence of alternative energy sources, you will be able to reduce your electricity bills by charging WATTS during low demand hours (cheap night tariff), and reducing power consumption from the grid during peak demand hours by switching to power from the built-in battery. And if you have solar panels or a wind turbine, you can reduce both consumption from the network and your bills. Or even disconnect from the network by producing your own clean energy.

## Can I take WATTS with me on the plane? Car? Train?

According to the existing rules of air transportation, you can't take WATTS with you on a plane. Airlines do not agree to carry such capacious batteries on the board. But you can take your WATTS with you on the train or in a car. The main thing is, don't forget to pull the fuse out and turn off the device before transporting WATTS!

## How durable are WATTS?

Watts Battery Ltd is confident in the high quality of our products, so we offer you a guarantee for 7 years from the date of purchase of the product. We provide lifetime warranty for battery pack inside WATTS module.

## What type of battery is used in WATTS?

WATTS uses modern third-generation lithium-ion batteries (Li-ion) with an extended life cycle. The energy density of Li-ion batteries usually twice exceed the density of traditional lead-acid batteries. Thus, it is possible to store a large amount of energy with a low mass of the battery pack.

## What's the deal with battery lifecycles?

The lifecycle of battery is the number of charge/discharge cycles a battery can perform until its nominal capacity is reduced to a certain value. In modern batteries, this value is 70-80%, i.e. after the end of the life cycle, the battery does not stop working, but loses a certain percentage of its capacity. The life cycle of the batteries

depends on what type of batteries you use and what chemistry is incorporated in. Each battery charge/discharge cycle is associated with the conversion of active chemicals inside the battery case. The sequence of such cycles is accompanied by a slow deterioration of the chemical properties of the battery. This occurs almost invisibly to the user. This deterioration may be the result of undesirable chemical actions during the growth of crystals or dendrites that change the morphology of the particles that make up the electrodes. Modern lead-acid batteries are designed for 200-300 cycles, standard lithium-for 500-800 cycles. Our engineers have managed to ensure that lithium-ion batteries installed in WATTS can withstand up to 2000 cycles! This will allow you to use one battery much longer than other manufacturers. Watts Battery offer you the maintenance of your WATTS in good condition by replacing the battery pack at 2000 cycles of full discharges.

## How do I activate my warranty? What is extended warranty?

The ordinary warranty automatically comes into force from the date of purchase of WATTS. There is no need to activate it.

## Are solar panels included? How do I connect them to WATTS?

No, there are no solar panels in the basic package. They must be purchased separately.

## Can I plug WATTS into the electrical switch box myself?

No. For your safety and accident prevention, we strongly recommend that you contact a qualified technician specialist to connect WATTS to the electrical switch box of your home/apartment. Because only experts will be able to observe various nuances for the correct connection of the device, so you can then safely enjoy all the benefits of your WATTS. In this case, the use of the system with a power cord through a socket is available to anyone. It's as easy as plugging in a TV.

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