



CELEBRATING 20 YEARS
SAVE ENERGY UK
THE SOLAR SPECIALIST

AFTERCARE & REFERRAL PACK





A warm welcome from Save Energy UK

Thank you for choosing us to deliver your new solar system. Our service doesn't stop there. To give you ultimate peace of mind our team are available for any help you may need.

Introducing your aftercare team



Luke Randall

Head of Sales - luke@saveenergyuk.co.uk

Luke is available to help you with any additional sales support you may require, this could include additional battery storage or EV chargers. If you have any referrals Luke is also the person to contact.



Luke Nippard

Technical Support Manager - lukenippard@saveenergyuk.co.uk

Should you require any technical help at all with your new system Luke can help you any time. This could relate to current tariffs and energy production and also helping you gain the very most possible from your customer app.



Angie Bray

Compliance Officer - angie@saveenergyuk.co.uk

Angie will be the friendly voice you will hear if you have any issues at all with compliance and admin of your new system, such as DNO questions. For general customer service please contact Angie who will be more than happy to help.



REFER A FRIEND

Thank you for trusting our family business.
Your feedback helps us improve and inspires others to choose renewable energy.

Earn £350 for each successful referral

We're thrilled you chose Save Energy UK for your solar journey.
Why not share the solar savings with friends and family?

How it works

1. Recommend Save Energy UK to someone you know
2. They mention your full name when they contact us
3. Once their solar installation is complete, we'll send you your cash reward

Refer a friend and earn

£350

For each successful referral

And be entered for a chance to win

£1,000

in our annual prize giveaway

SEND US A REVIEW

We have successfully gained over 800 excellent customer reviews on leading platforms such as [Checktrade](#), [Trustpilot](#) and [Google](#).

Please could you take a minute to help us by adding to our growing number of satisfied customer reviews by scanning our QR code here:



System troubleshooting



EcoFlow PowerOcean

Wi-Fi Connection: If the system goes offline, first try rebooting your internet router. To reconnect the system, open the EcoFlow App, select the Settings Cog, scroll down to Internet Connection, and select Reconfigure Wi-Fi.

System Reboot: To perform a manual restart, turn off the Solar Circuit Breaker, after that the Red AC Isolator, then the PV Switch (located on the right side of the inverter), and finally the Power Button (located on the left). Wait two minutes. To restart, reverse this order, starting with the Power Button first.

Gateway Backup Reserve: You can ensure you always have power during a grid outage by setting a reserve. In the app, select the Settings Cog > Operating Mode, and move the slider to your desired percentage. This set amount of energy will be held in the battery exclusively for emergency use.



Tesla Powerwall 3

Wi-Fi Connection: To reconnect your system, open the Tesla App, select your home energy site, and tap 'Settings.' Select 'Configure Wi-Fi' at the bottom of the screen and choose your desired network.

Alternative Connection: If the app fails, connect your phone directly to the "TEG-xxx" (Tesla Energy Gateway) Wi-Fi network. The password is located on the inside of the Gateway door. Once connected, open a web browser and go to 192.168.91.1 to access the local configuration page and set up your new Wi-Fi.

Troubleshooting: If issues persist, try rebooting internet router and inverter.

System Reboot:

Turn off the Solar PV Circuit Breaker (typically located inside the Gateway). Switch off the Red AC Isolators. Turn off the DC Isolators. Flip the switch on the left side of the Powerwall 3 to OFF. Wait at least two minutes, then turn them back on in the exact reverse order. Alternatively, go to Settings > Advanced Settings in the app and select 'Restart Powerwall.'



Hanchu ESS

Wi-Fi Connection: If the system shows "Offline," ensure your phone's Bluetooth is ON and open the Hanchu ESS App. Go to Local Mode/Bluetooth Settings and select "Clear Wi-Fi Password." Once the light on the plug-in dongle turns solid green, re-pair it to your new network via the app.

System Reboot:

Switch off the Solar Circuit Breaker.

Turn off the Red AC Isolator.

Turn off the DC Isolator.

Turn off the PV Switch on the inverter.

Press the Battery Power Button to OFF.

Wait two minutes, then turn on in the exact reverse order, starting with the Battery Power Button first.

Charging & Automation:

Manual Scheduled Charging: Select Settings Cog > Automation > Scheduled Tasks. Input your desired time, select 'Charge the Battery', and choose your preferred charge rate.

Rate-Based Charging: Once you have entered your electricity tariff details in the settings, go to Automation > Rate Based Tasks. You can set the battery to charge automatically whenever your grid rates fall below a specific price.

AI Mode: Located in the Automation tab, this mode creates the most cost-effective power schedule by automatically calculating solar forecasts, your home load, and electricity rates.

Winter Care: During winter months, if the sun is not providing enough power, it is recommended to charge the batteries at least once a week via the grid. This prevents the units from sitting at 0%, which can negatively impact long-term battery health.

EcoFlow Support Helpline: 0808 178 8066 Email: solutionservice.eu@ecoflow.com

Backup Reserve: Tesla recommends maintaining a 20% Backup Reserve to ensure you have power during a grid outage. This can be adjusted at any time in your app settings to suit your personal preference.

Charging & Tariff Management:

Time-Based Control: To charge your battery from the grid, select 'Time-Based Control' in the app settings.

Utility Rate Plan: Under this setting, specify your energy tariff details. To charge during specific hours, mark those times as 'Super Off-Peak.' Ensure 'Grid Charging' is enabled in the app.

Note: It may take a few days for Tesla's algorithm to learn your home's usage habits and begin charging automatically based on weather predictions.

Tesla Support Helpline: 01628 450630

BMS Health (The 100% Rule): To ensure your battery percentage stays accurate, you must charge to 100% at least once a week. This allows the system to "balance" its cells, maintaining long-term reliability.

Efficiency Tip: Use the "Weather Optimise" feature in the Hanchu iESS App. It checks the forecast and will automatically limit grid charging if a sunny day is predicted, leaving space in your battery for 'free' solar energy.

Hanchu Support, through Infinity Innovations Helpline: 01274 833115
support@infinityinnovationsltd.zohodesk

Can't find support for your product here? Please contact our office and we'll be happy to help.

Maximise your investment with battery storage

Adding a battery, or additional batteries can transform your return on investment



Storing excess energy for use when it's needed most, boosting savings and reliability.

High-quality solar battery storage is essential for homes aiming to maximise returns from their solar system. Without storage, excess energy generated during peak sunlight hours is often lost or sent back to the grid for minimal compensation. A reliable battery stores this surplus power for use during evenings or high-demand periods, cutting grid reliance and peak energy costs. This boosts efficiency, accelerates ROI, and enhances energy security.

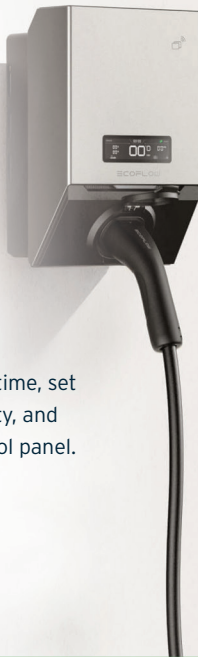
Save Energy UK excels at crafting bespoke battery storage solutions tailored to the unique energy demands of each residential customer. During the initial consultation and site survey, our experts assess your home's current energy use, peak consumption times, and future growth plans - ensuring the storage capacity matches both today's and tomorrow's needs.



EV charging solutions

A modern EV charger makes charging simple and efficient.

You can monitor your car's charge status in real time, set schedules to take advantage of cheaper electricity, and avoid overcharging, all from your phone or control panel.



If your home has a battery or solar system, a smart EV charger can draw from stored energy, allowing your car to charge even during a power outage. This ensures your vehicle is ready when you need it.

Future-Ready and Cost-Saving

Smart EV chargers can optimise energy use, integrate with solar or battery systems, and even participate in demand-response programs. They make it easy to expand for multiple vehicles, upgrade to faster charging, or connect with next-generation energy management systems.





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