Moixa
Smart Battery
Install Manual – V4

moixa

4.8kWh Moixa Smart Battery Install Manual

Last Updated January 2021. All details correct at time of publication.

Contents

Section A: Before arriving at the customer's home

Customer expectations
Site survey
What you need to bring to the installation

Section B: Installing the product

Deliveries
Fixing the device to the wall or the floor
Removing the lid from the case
Method 1: Fixing the device to a solid masonry wall
Method 2: Mounting the device on the floor with wall support
Electrically installing the battery and the meters
i. Connecting the AC mains cable to the product
ii. Wiring the site monitoring equipment
Connecting Battery Modules and Powering Up the Device
i. Connecting battery modules
ii. Screwing on the antennas
iii. Connecting the device to the internet
iv. Powering on the device
Commissioning the device
i. Submitting the details of the installation via the installation app
ii. Verifying that the device is connected to the internet
iii. Verifying that the battery software is correct
iv. Verifying that the data cables are all connected properly
v. Verifying that the device can charge and discharge
vi. Verifying that the AC power readings are correct

Using the Moixa Smart Battery commissioning screen

Testing, labelling and tidying up the product and cables

i. Testing the electrical circuits

ii. Putting the cover on the product

iii. Tidying up the house and securing external cables

iv. Labelling

v. Notifying the DNO

Section C: Handing the product over to the customer

1. Introducing the customer to the Moixa Smart Battery

Section A: Before arriving at the customer's home

1. Customer expectations

The installation is an important part of the customer's experience with Moixa. By the time the installation day arrives, the customer may have been in the process of securing a Moixa Smart Battery for several months.

Before you arrive, the customer should already be aware of the following:

• They will need to let you in the house to show you where the battery will be installed.

• If the battery is going to connect to a wired internet connection, they will need to show you the location of their internet router.

• If the battery needs to use a wireless internet connection, the customer will need to give you their Wi-fi network key.

• The installation should take around 3-4 hours.

• During installation there will be a time when the electricity supply will need to be switched off.

• During commissioning, they may be required to turn on some electrical load within the home to validate that the metering equipment is working correctly.

Once the installation is complete, the customer expects the following:

• Their home will be left in a safe and tidy state.

• The installer will show them the main features of the battery, show them the product labelling and hand over their Moixa welcome pack.

• The Moixa Team will be in contact with them after the installation has taken place to provide them with login details for the Moixa Dashboard and App, where they can access data relating to the Smart Battery and their energy use.

2. Online self-survey

A pre-installation online self-survey should have been completed by the customer to assess the site prior to the installation. If you have any questions, please contact Moixa Operations who will be happy to help determine if the site is suitable for install.

3. What to bring to the installation

There are a number of parts that you should bring with you to any installation, these are listed in Table 1 below.

For the electrical work you will have to make your design calculations and decide what size of wiring and protection device is suitable for the installation in order to comply with BS7671 and Approved Document Part P knowing that our product's maximum charging rate is 2.0 kW and maximum discharge rate is 2.4 kW.

We recommend installing our product separately from the existing electrical work (i.e. in a new consumer unit fed from service/Henley block).

Table 1: Parts you might need for the installation

Part	Quantity Required
M6 70mm stainless steel screws	5+
60mm rawl plug (masonry wall)	5+
60mm rawl plug (plasterboard wall) Note: Devices should never be wall-mounted to a plasterboard wall. Devices can be floor-mounted and secured to a plasterboard wall.	5+
Consumer unit	1
Henley block	1
25A type B MCB	1
16A type B MCB	1
6A type B MCB	1
AC Isolator	1
1A Glass Cartridge Fuse, 5 x 20mm, Speed F, e.g. Littelfuse P/N 0217001.MXP and holder	1
2.5mm T&E Cable / Flex Cable	20 meters+
2 core twisted pair shielded wire for data communication (E.g. Cat 5)	20 meters+
Parts to secure external cables (cable clips, cable ties etc.)	10+
Bootlace ferrule crimping tool	1
2 or 3 way Wago lever blocks for meter assembly	3+

Please ensure that you bring all standard tools for electrical and building work. You will also need to bring a split-core CT meter for use as part of the device commissioning process.

Section B: Installing the product

There are some basic checks that can be done on arrival to help prevent problems occurring during the installation. Most of these should have been covered in the pre-installation online self-survey that the customer completes, but it is useful to double-check.

All installations should be installed in the following way:

✔ In accordance with all relevant standards such as, BS 7671, BS EN 50272 and the IET Code of Practice for grid connected solar PV systems.

✔ With enough physical space for the battery to have 10cm of ventilation around all sides. The best way to check there is enough space is to put up the fixing template which is included in the box with the device. The area where the battery is being installed must be well ventilated and is not likely to go out of the temperature range (0°C to 45°C) at any time of the year.

✔ With enough space to add the AC isolator switch, the meters or CT clamps and potentially to add a plug socket.

✔ As close as possible to the customer's fuse box, with as many spare ways as are necessary to do the installation.

✔ Where it is possible to connect the device to the internet either by a wired Ethernet connection or Powerline, or Wi-fi.

✔ In an indoor environment free from significant dust where temperatures are between 0 and 45 degrees Celsius where the device is accessible to the customer (ideally where they can see the screen). Typical suitable environments are utility rooms or garages.

✔ Where the device is accessible to the customer (ideally where they can see the screen).

Additional requirements for a floor mount installation:

✔ Check there is a suitable floor for the device to go onto where it is not likely to get wet from splashes or flooding.

✔ Ensure that the ground plane where the battery will be placed is able to support the total weight (80kg) of the battery e.g. a floor made from concrete.

Additional requirements for a wall mount installation:

✔ Check that there is a suitable solid masonry wall for the 80kg device to be mounted onto.

No other kind of wall is acceptable.

Reminder: It is critical that Moixa's operations team are contacted as soon as possible after the battery is installed.

No installation should ever be installed in the following environment:

✖ Outdoors: The device must never be installed outdoors.

✖ Close to bedrooms: The noise level of the product can be up to 60dB so we do not recommend installing close to bedrooms.

✖ In lofts or attics, as they may not be accessible to customers.

✖ In the presence of any open sources of ignition or significant sources of heat.

✖ In the path of any fire escape routes or exits

✖ Where splashing might occur e.g. above or near a sink, or in bathrooms.

✖ In outdoor electrical enclosures exposed to the sun.

Third party devices:

If the device is being installed alongside some third-party products that do not have a communication interface such as an iBoost, this may reduce the value that the Moixa Smart Battery can deliver.

1. Deliveries

Everything should already be delivered when you arrive at the customer's property. Before starting the installation, please perform a visual inspection of the deliveries to ensure nothing has been damaged in transit.

Damaged deliveries

Please take photographs of the damage and send these to operations@moixa.com. Contact the Operations Team on 0207 734 1511 for further advice.

The contents of the delivery are as follows:

- 4.8kWh Moixa Smart Battery metal enclosure with all electronic components
- 2 boxes each containing 1 battery
- Accessories pack containing;

– Product documentation bag containing user manual and welcome to Moixa card.
– Fixing template.
– 2 x labelled antennas.
– Different sizes of skirting board spacers.
– 1 x meter housing unit, 1 x meter and 2 x CT clamps.
– 1 x PLC device (Wi-fi range extender).
– Ferrules for the AC inlet connector.
– Anti vibration feet

2. Fixing the device to the wall or the floor

Removing the lid from the case

1. Unscrew the screws on the bottom-left and bottom-right corner of the lid which hold it in place.

2. The lid is secured on two fold-down metal parts at the top – lift the lid from the bottom so that the lips are clear of the top of the case and place the lid to one side.

Can the device go on the wall?

The device can only go on the wall if it is a solid masonry wall. Under no circumstances should the device be secured to any other kind of wall. Please call the Moixa Operations Team on 0207 734 1511 if you have

any questions.

Method 1: Fixing the device to a solid masonry wall

1. Put the fixing template on the wall and mark the holes.
2. Drill holes into the wall in the locations indicated on the fixing template.
3. Put rawl plugs into holes on the wall.
4. Screw the M6 screws into the 5 rawl plugs on the fixing template, screwing in almost fully.
5. Take the fixing template off the wall.
6. The device is a two person lift to get it onto the wall so two people need to lift the device onto the wall to secure it onto the 5 screws.
7. Using a long screwdriver, screw in the 5 screws fully to secure the metal case onto the wall.

Two person lift:

The weight of the device must be shared between two people to lift it up onto the wall to prevent injuries or damage. Moixa accepts no liability for injuries or damage if the product is lifted by just one person.

Method 2: Mounting the device on the floor with wall support

1. Push the device as far back as possible towards the wall – if there is a skirting board in place it may not be possible to push it the whole way back.
2. Mark where the holes will need to go on the wall.
3. Drill holes into the wall in the locations indicated on the fixing template.
4. Put rawl plugs into the holes on the wall, ensure plasterboard rawl plugs are used on plasterboard walls.
5. Push the device back in place against the wall.

What about skirting boards or pipes?

If there is a skirting board or pipes preventing the device from being pushed back to the wall, you may need to use some of the spacers that have been provided in the accessories pack for the air gap between the chassis and the wall. The customer may also be OK with the skirting board being cut away but please ensure to check this

with them before doing this.

3. Electrically installing the battery and the meters

Please note the following points in regards to the wiring:

✔ For all AC mains connections, suitable twin & earth cable should be used.

✔ As shown in Figures 2 & 4, the battery must always be connected using an isolator switch so that it can be disconnected from the mains.

✔ Let the customer know before you disconnect power to the house and let them know how long approximately the mains will be disconnected for.

i. Connecting the AC mains cable to the product

1. Once the device is secured to the wall or floor, it can then be connected to the mains. Install a suitable isolator switch on the wall and then connect from the isolator switch to the battery using suitable twin and earth cable determined by the electrician on site in accordance with the latest BS7671 electrical installation standards. If using multi-stranded cable, it must be double insulated and terminated and crimped using the supplied ferrules (see accessory pack contents). The cable must be secured using the provided strain relief clamp as shown below in Figure 1. Use the supplied white cable gland included with the product.

2. Tighten the nuts on the strain relief to a torque of 1.5Nm.

3. Ensure there are no loose wires or strands within the enclosure.

Figure 1: Showing how to wire mains cable into mains cable connector using strain relief clamp.

ii. Wiring the site monitoring equipment

The Smart Battery needs to be able to measure directly:

- The amount of AC power being generated by PV.
- The amount of AC power being imported or exported from the grid.

What if the customer does not have PV installed?

The following instructions assume that the installation includes a PV installation. If there is no plan to install PV, i.e. a battery-only installation, the instructions are all still relevant but please ignore all references to PV.

Using the out of line Smart Rails X835E or Eastron SDM630 with CT clamps

i. Wiring the power cables.

1. A schematic showing an example of the electrical wiring needed is shown in Figure 4. The important thing is that the CT clamps are correctly positioned to measure the flow of power.

2. The meter should be securely mounted in the housing unit and screwed onto the wall.

3. The CT clamps should be connected as per the details given in Table 2. The CT clamps open using the clip on the side shown in Figure 2. Ensure that this clip is properly closed once the clamps have been placed over the correct wires.

4. Remove the shorting link from each CT clamp, as shown in Figure 3.

How do I know which direction the CT clamps should face?

When you open up the CT clamp, you will see there is an arrow printed on it which is shown in Figure 2. Each clamp should be placed over the relevant live cable in the direction specified in Table 2.

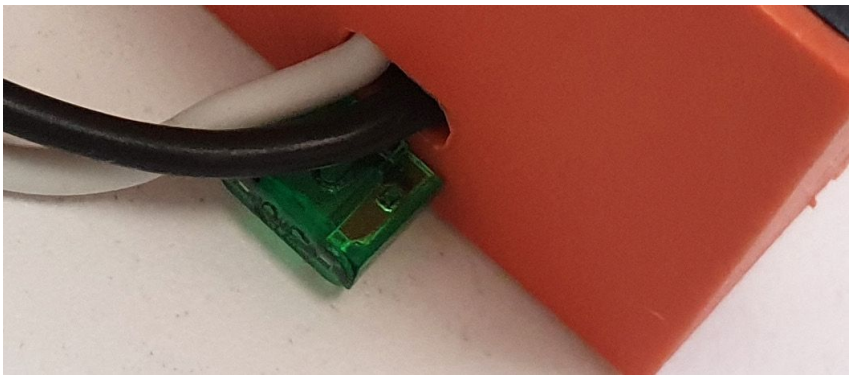
Table 2: Wiring the CT clamps to the Smart Rails X835E or Eastron SDM630 meter

Clamp	Connect from	Connect to
PV clamp	Connect the white clamp cable to pin 18 of the meter. • Connect the black clamp cable to pin 17 of the meter.	Place the PV clamp over the live cable from the PV inverter in the direction that the inverter generates power.
Grid import/ export clamp	Connect the white clamp cable to pin 20 of the meter. • Connect the black clamp cable to pin 19 of the meter.	Place the grid import/export clamp over the main live cable from the DNO meter in the direction of power flow into the house.

Figure 2: CT clamp showing direction that clamp should be placed.

Note: the shorting link for safe installation must be removed from the clamp in order for the clamp to function correctly. This is the green fuse that is attached to the bottom of the clamp as pictured below.

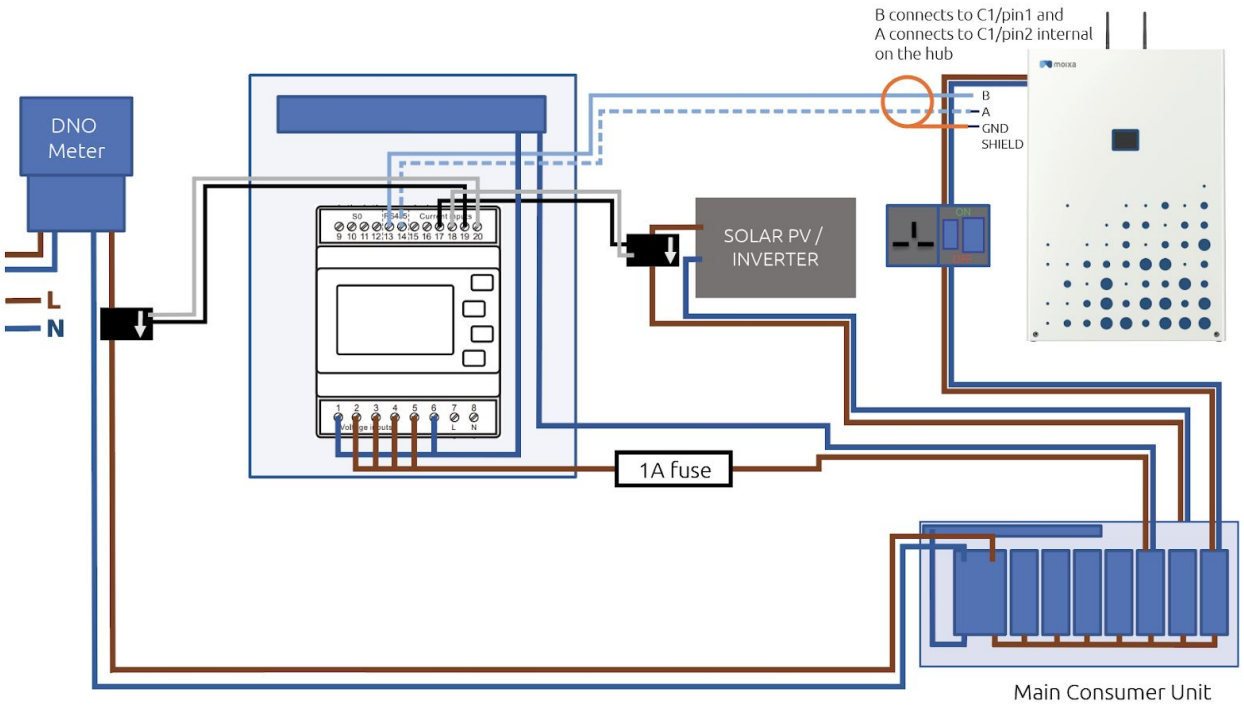
Figure 3: Showing the shorting link.



Questions on metering setup?

If you have any questions at this stage, please contact the Moixa Operations Team for clarifications on 0207 734 1511

Figure 4: Schematic showing AC mains wiring when using out of line meter + CT clamps.



ii. Wiring the data cable

1. A shielded, two core twisted pair cable should be connected from the meter to the hub. You must provide the cable. Cat 5 cable is a suitable choice.

2. The cable should be connected as per the information given in Table 3 below.

3. Once the meter installation has been confirmed by the Moixa commissioning process, tidily secure the data cable between the meter and the Moixa Smart Battery.

Table 3: Pins to connect the shielded data cable to when using the Smart Rails X835E or Eastron SDM630 meter.

Wire to connect	Hub label	Meter pin
First twisted pair wire E.g. Blue	RS 485 (C1) 1	Pin 13
Second twisted pair wire E.g. Blue/white	RS 485 (C1) 2	Pin 14
Third wire E.g Orange	RS 485 (C1) 3	Pin 12

iii. Setting up the meter

The Smart Rails X835E and Eastron SDM630 meter should be pre-set at the factory to work with the provided 100/5A clamps. If the CT clamps you are using are not 100/5A (ratio of 20), or the meter has not been pre-set at the factory, contact Moixa support for guidance on setting a custom ratio.

Note: The supplied meter (either the Smartrail X835E-MID or the Eastron SDM630MCTE-MID) is pre-configured and normally requires no set-up.

4. Connecting Battery Modules and Powering Up the Device

i. Connecting battery modules

1. Remove both batteries from their packaging and ensure they are turned off at the power switch.

2. Using your smartphone, open the Field service app. Go to the “Install V4” part of the app.

3. Click the “Battery serial number” part of the app and follow the instructions in the app to scan the serial numbers. Figure 5 shows an example of the battery serial number.

4. Place each battery inside the case.

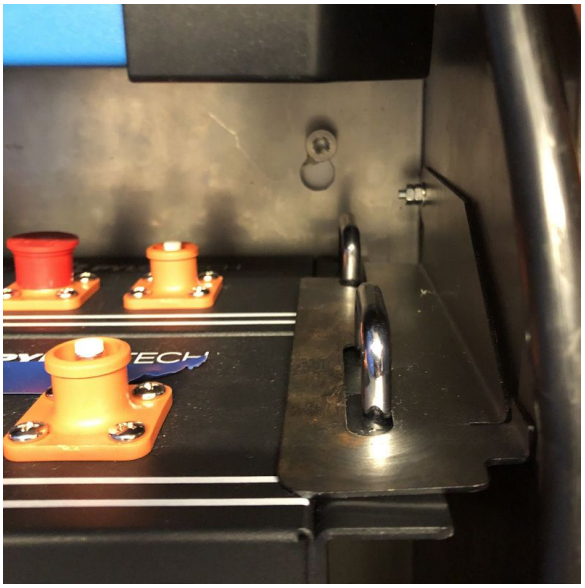
5. Close the latch on the right-hand side to keep the batteries secure which is shown in Figure 6.

6 Connect the cables to the batteries according to the instructions given in Table 4.

A visualisation of this given in Figure 7. In particular, ensure that the batteries are properly earthed using the cables that are pre-connected to the main chassis earthing point.

Figure 5: Label showing battery serial number

Figure 6: Label showing battery latch



Scanning the battery serial numbers using the installation app:

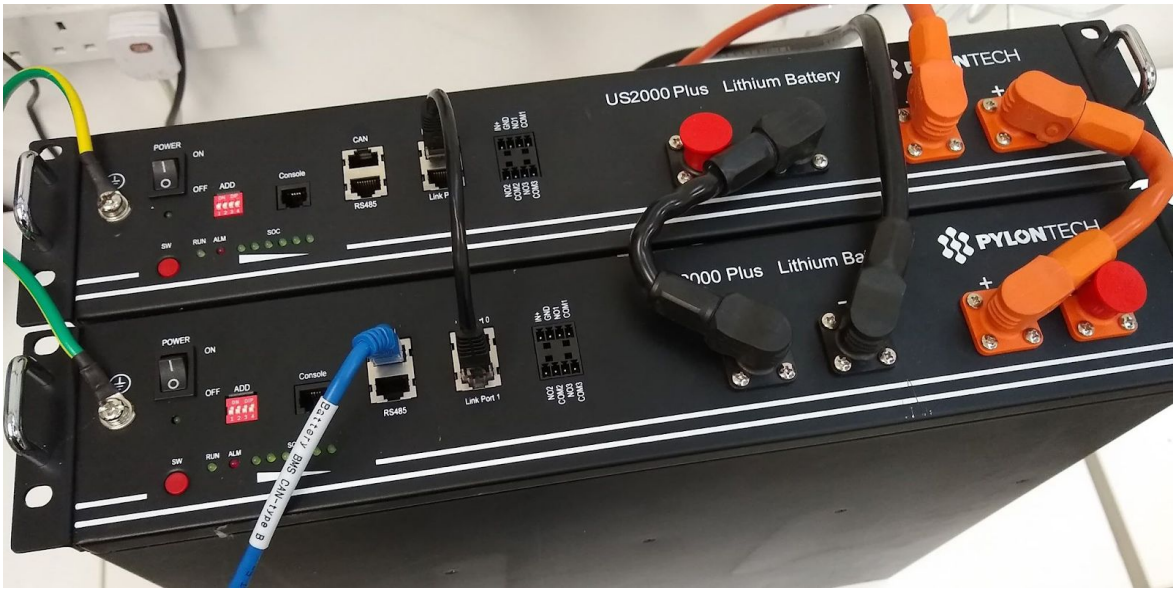
It is vital that the battery serial numbers are scanned before they get put into the chassis. The Moixa Operations Team will check that the battery serial numbers have been scanned correctly as part of the device commissioning process. It is not possible to scan the labels later as they are not visible once they are placed in the chassis.

The orange and black battery cables must be completely connected in order to function correctly. The battery cables will emit an audible click when connected correctly.

Table 4: Information on how to connect cables to batteries.

Cable	Connect from	Connect to
Blue cable connected to the Moixa Hub	The side of the cable labelled “Victron VE.Can” connects into the port labelled “CANbus Battery Conn” on the Moixa Hub (cable should be pre-connected here)	The side of the cable labelled “Battery BMS CAN-type B” should be connected to the “CAN” port on the front battery
Earth cable for back battery	Main chassis earth stud (cable is pre-connected)	Earthing point on back battery
Earth cable for front battery	Main chassis earth stud (cable is pre-connected)	Earthing point on front battery
Short black link cable (comes in box with batteries)	Link port 0 on back battery	Link port 1 on front battery
Positive DC power cable from inverter	Positive terminal of inverter (pre-connected)	Positive terminal on back battery
Negative DC power cable from inverter	Negative terminal of inverter (pre-connected)	Negative terminal on front battery
Short positive DC power cable	Spare positive terminal on back battery	Positive terminal on front battery
Short negative DC power cable	Spare negative terminal on front battery	Negative terminal on back battery

Figure 7: Complete battery wiring.



ii. Screwing on the antennas

1. Take the black antenna with the “Wi-fi” label out of the accessories pack and screw it onto the top of the device where the “Wi-fi” label is.

2. Take the black antenna with the “GSM” label out of the accessories pack and screw it onto the top of the device where the “GSM” label is.

3. Adjust both antennas so that they are standing straight upwards.

Figure 8: Image showing correct placement of antennas

iii. Connecting the device to the internet

The device can either be connected using a wired Ethernet connection or by Wi-fi. Moixa strongly prefers for the device to be setup via a wired connection (Method 1 or Method 2 to follow). The device **cannot be set up with both an Ethernet and a Wi-fi connection**, and Ethernet is the most reliable connection type to choose.

Method 1: Connecting to the internet using a direct wired connection

1. If the customer's internet router is in the vicinity of the battery, connect a shielded Ethernet cable from the back of the customer's router, through one of the 32mm holes in the chassis (one on top left side where mains cable comes out and one on right side) and connect it to the port labelled "Ethernet" on the Moixa Hub. See Figure 9 for where this port is located.

2. If using the right-hand side hole in the chassis for the Ethernet cable, first put the 32mm grommet supplied in the accessories pack into the hole. If not using this hole, put the 32mm blanking plug into the hole to cover it.

3. Ensure that the cable is secure internally and not in the way of any internal components.

Method 2: Connecting to the internet using a Powerline Comms (PLC) Wi-fi range extender

1. Take the PLC device out of the accessories pack. The PLC device has two plug-through ends. One of the plug-through ends should be plugged into the router socket and the router should be plugged into it. The other plug-through end should be plugged into a socket near the battery. It is important that nothing else is plugged into the socket near the battery, which should be used as a dedicated socket for the PLC device, so block-off the socket with a label stating this. If there is no 3 pin socket near the battery, a socket may need to be installed to use the Wi-Fi range extender. If adding a new socket near the battery, this socket must be electrically connected to the same consumer unit and circuit breaker as the router.

Note: the socket near the battery should be more than 3 metres from the battery, to prevent radio interference from the battery affecting the PLC device.

3. A shielded Ethernet cable should be connected from the port labelled “Ethernet” on the hub (Figure 9), through one of the holes on the chassis, to the non plug-through end of the PLC device. If using the second hole in the chassis for the Ethernet cable, first put the 32mm grommet supplied in the accessories pack into the hole. If not using the second hole, put the 32mm blanking plug into the hole to cover it. A shielded Ethernet cable should be connected from one of the plug-through ends of the PLC device directly into the customer’s router.

4. Press “Pair” on both the plug-through and the non-plug through ends of the PLC device to get them to pair with each other.

5. Use the manual that comes with the PLC device to debug any problems or call the Moixa Operations team if any issues arise.

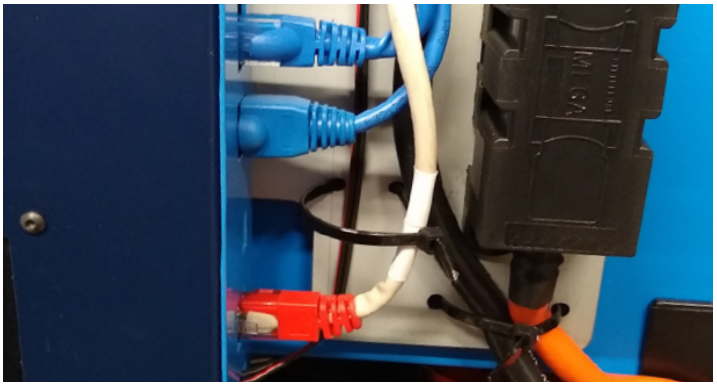
6. Ensure that the cable is secure internally and not in the way of any internal components.

Method 3: Connecting the device to the internet via Wi-fi

1. Please check with the customer that the strength of the Wi-fi signal is sufficient in the area where the battery is being installed. This depends on the number of walls and distance between the router and the battery.

2. You will need to ask the customer for their Wi-fi network name (SSID) and password and provide this to the Moixa Operations team over the phone when the device is being commissioned. Moixa are currently working on developing a method to enable you to set up Wi-fi without requiring the Moixa team. When this work is done, this manual will be updated, please see www.moixa.com/installers/ for the latest version of this manual.

Figure 9: Where cables connect to the device. The top plug is the Data cable to Pylon Tech battery. The second plug down is the Data cable to Victron inverter. The **bottom plug** is the Ethernet cable connecting to the customer’s router.



iv. Powering on the device

By this point in the installation the device should be ready to switch on.

1. Turn the back battery on by flicking the power switch (shown in Figure 11) to the ON position. The green power LED on the battery directly underneath the switch should come on lit solidly.

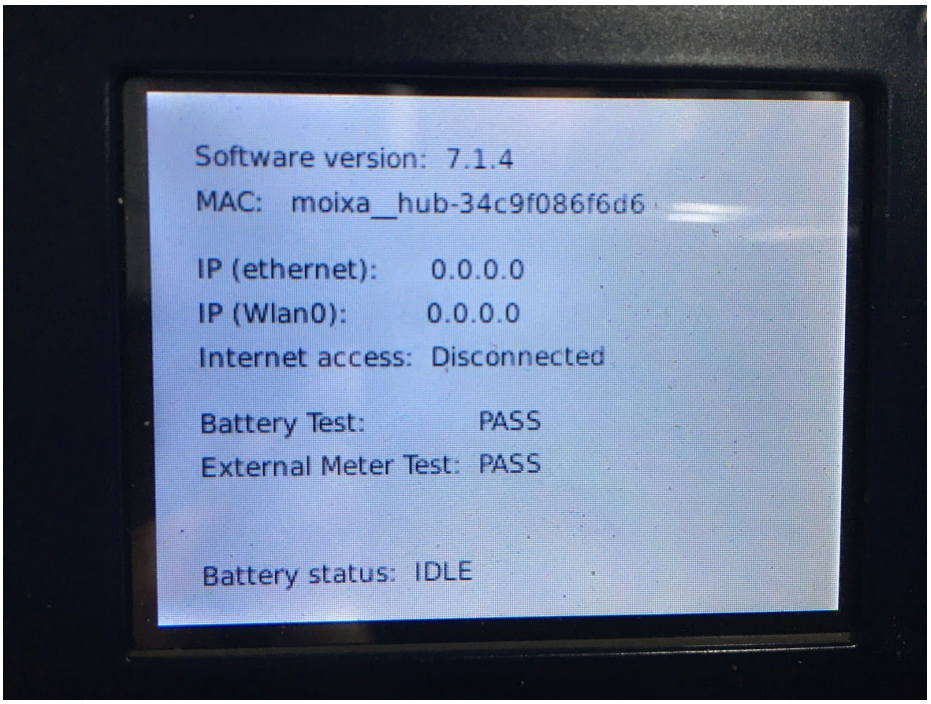
2. Turn the front battery on by flicking the power switch to the ON position. The green power LED on the battery directly underneath the switch should come on lit solidly.

3. Press the red reset button (labelled “SW”) on the front battery for 1 second. The RUN, ALM and battery SOC LEDs should turn on flashing. The ALM LED should then turn off, the SOC LEDs should stay on solidly and the RUN LED should continue to flash yellow.

4. Within a few seconds of pushing the SW reset button on the batteries, the green “inverter on” LED on the inverter should turn on solidly. You should be able to hear the relays clicking on after a few more seconds.

5. Switch the AC mains isolator for the battery to the ON position. The “inverter on” LED on the inverter should turn off and the “mains on” LED should turn on solidly. Verify that the screen on the Moixa Smart Battery turns on, as shown in Figure 10.

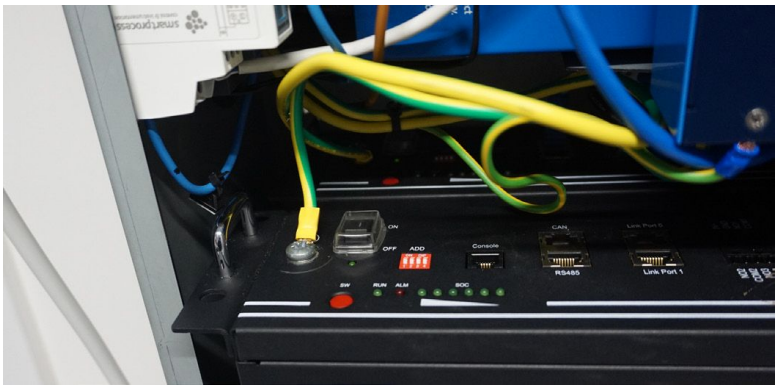
Figure 10: Moixa Smart Battery turn-on screen



Resetting the batteries after they are initially turned on:

The batteries will not switch on properly until the red "SW" reset button has been pushed on each battery at least once.

Figure 11: Showing "SW" reset button (red button) on batteries and the battery on/off switch (rocker switch)



5. Commissioning the device

No installation is complete until the device is commissioned. There are a number of checks that must be made to determine whether the device is operating correctly. The commissioning process is conducted with the help of Moixa Operations, when the device is ready to be commissioned please call 0207 734 1511.

i. Submitting the details of the installation via the installation app

Using your smartphone, open the Field service app. Follow the instructions in the app to submit details and photographs of the installation.

ii. Verifying that the device is connected to the internet

The first thing Moixa Operations will check is that the device is connected to the internet.

• They will ask you to provide them with the “Wi-fi mac address” for the device. This is printed on the label on the left side of the metal case and it takes the form “34c9fXXXXXXX”.

• After you read this number to the team, they will check the device is online. If the device is not online, they will ask you to take some debugging steps to troubleshoot why the device has not come online.

Reminder: Setting up Wi-fi

You should ask the Moixa Operations Team to set up the Wi-fi when they are checking if the device is connected to the internet. The details on how to do this are given in “Method 3: Connecting the device to the internet via Wi-fi”.

iii. Verifying that the battery software is correct

The installed device should be running the most up to date software.

The Moixa Operations team will check the version of software that the device is running. They might need to update the device software if there is a newer version available. This update will take a couple of minutes and the device may need to be restarted.

iv. Verifying that the data cables are all connected properly

The next thing the team will check is that the battery is receiving data from all the necessary inputs. This involves checking the data connection to the batteries, the inverter and the site monitoring equipment. If this is different to the installation job details, they will ask for more information about this. If any of these data cables are incorrectly connected, the team will ask you to do some debugging.

v. Verifying that the device can charge and discharge

The Operations team will then check that the device is able to charge and discharge. The team can do this at their end – they will send a command to the device to get it to charge and then verify that it charges at the expected level. They will then send a command to get the device to discharge and then verify the device discharges at the expected level.

If everything goes well, there will be nothing for you to do at this stage. If there are issues, they will need you to support debugging this, which will most likely involve checking the power connections.

vi. Verifying that the AC power readings are correct

• The final thing the team will need to check is the data readings from the site monitoring equipment.

• First they will check PV generation. They will check the initial value of PV that is being generated by asking you to put a current meter around the AC PV output from the PV inverter. They will verify this against the value being read by the site monitoring equipment.

• They will then ask you to turn off the isolator switch for the PV and verify that the PV generation goes to 0.

• With the isolator switch still off, they will then want to check the amount of power that the house is consuming. They will ask you to check the household consumption using a current meter and check it against the reading they are getting.

• Next, they will ask you to ask the customer to turn on some electrical load in the house e.g. a kettle. They will then ask you to take another reading of the household load and they will check this against the reading the battery is receiving. Once they are satisfied with this, they will ask you to get the customer to turn the load off.

• They will then ask you to turn the PV isolator switch back on and they will verify that the readings of PV generation and household load are as expected.

This is usually everything the Moixa Operations team will want to check, but they may ask you to do some other testing. If they give the all-clear, you can then proceed to the next section.

5.1 Using the Moixa Smart Battery commissioning screen

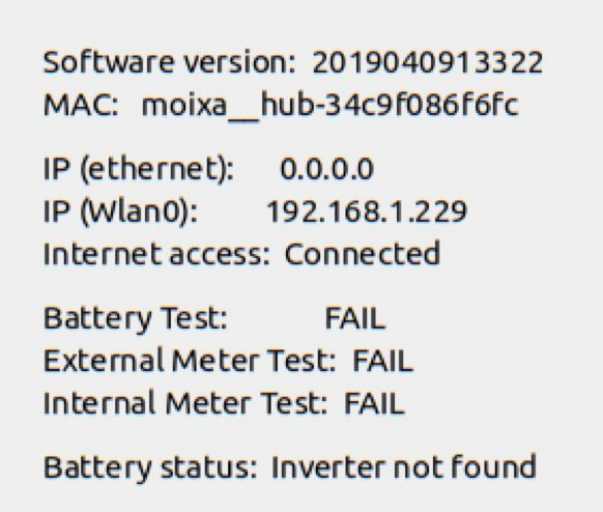
When powered up, the Moixa Smart Battery will display information on the screen relating to the status of the installation. This information can be helpful when trying to isolate issues with the installation, as well as providing visual feedback on:

• When the Moixa Smart Battery is connected to the internet.

• When the batteries are correctly detected by the system.

• When the external meter is correctly detected by the system.

Figure 12: example of the Moixa Smart Battery screen



As well as the above, the correct Unit ID of the device is displayed on the screen. This MAC ID should always match the labels attached to the unit.

Note: the screen may appear different and is subject to change in future software updates.

6. Testing, labelling and tidying up the product and cables

After the commissioning step is complete, the final steps are for testing the circuits, placing the cover on the product, labelling and tidying up the customer's property.

i. Testing the electrical circuits

Please remember to do all relevant electrical testing in accordance with electrical safety and wiring regulations.

ii. Earthing the case and putting on the main lid

1. The lid has two L-shaped fold downs – one on the top-left corner and one on the top-right corner, these must go securely into the holes on the top-left and top-right corners of the metal case.

2. Once the L-shaped fold downs are in and the lid is secure, the lid must be screwed in via the screws on the bottom-left hand side and bottom-right hand side of the lid.

iii. Tidying up the house and securing external and internal cables

1. Please ensure that all external cables e.g. the Ethernet cable, the data cable to the meter and the clamp cables are secured tidily and safely.

2. Please ensure that all internal cables are secure and the internal cable ties have been tightened if required.

3. Ensure that cut-offs from cables and dust is cleaned up before leaving the customer's property.

4. If any minor damage has occurred during the installation, please resolve this to the best of your ability, photograph the damage, apologise to the customer and let them know Moixa will be in contact. You will then need to inform and share the photographs with Moixa as soon as possible.

iv. Labelling

Ensure that any electrical safety labels that are required are placed on the relevant parts of the system as per regulations.

v. Notifying the DNO

Where required, please ensure that the DNO is notified for any work that has been done as per regulations.

Section C: Handing the product over to the customer

1. Introducing the customer to the Moixa Smart Battery

We ask that installers give the customer an introduction to the product. This should take around 5 minutes and include the following:

- Point out the newly installed site monitoring equipment (meter and / or CT clamps) and explain its purpose.
- Point out the isolator switch to the battery and how it can be turned on and off.
- Point out the warning labels on the equipment.
- Remind them they must not take the outer lid off the battery or this will void their warranty.
- Hand them over the Moixa welcome bag which contains the welcome to moixa leaflet.
- If the customer has any more questions, please point them towards their online User Manual at www.moixa.com/support/, and let them know they can contact customer support at support@moixa.com.
- The customer may ask you how they can get access to the Moixa Dashboard and app to view their energy data – you can let them know that they will receive an email from the Moixa team with the account setup instructions from hello@moixa.com. Let them know that if they have not heard from Moixa after 2 working days that they should reach out to Moixa Support on 0207 734 1511 or by email to support@moixa.com.

That's it! The installation is now complete – thank you for your diligence in conducting the installation!

Further correspondence should be addressed to:

Moixa Technology Ltd, 29-31 Saffron Hill, London, EC1N 8FH
Company Site: www.moixa.com
Smart Battery Site: www.moixa.com/solar-battery/
Installer FAQs: www.moixa.com/installers/
Contact: support@moixa.com or call 0207 734 1511

Version no. IM004. January 2021. All details correct at time of publication.