



CUSTOMER INFORMATION

Please read and retain for your reference.



WELCOME TO SOLTARO



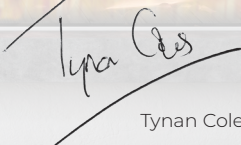
Welcome to the world of Soltaro. We hope you are very happy with the installation of your Soltaro product.

Please read through the pages carefully as they provide some very important information about your purchase and what you need to do to register your product, activating the full warranty.

You're unlikely to have any issues, but if you do, please visit the page on troubleshooting, which will advise you who to contact.

We hope you love your Soltaro product and the savings it brings to your energy bills. We love feedback about our products and if you'd like to share your experience, we'd love to hear from you. Simply complete our customer feedback survey or leave a comment on our social media page.

Kind Regards,

A handwritten signature in black ink, reading "Tynan Coles", with a long horizontal flourish extending to the right.

Tynan Coles, CEO, Soltaro

Next Steps

A large orange circle with a white number 1 inside, representing the first step in the process.

Now you have your Soltaro battery and inverter, it's time to register your product online in order to receive your additional 5 year warranty.

Visit <https://soltaro.com/product-registration>

Download the Qendercore app from your Android or Apple app store. You'll be able to check your system is performing, both at home and away.

A large blue circle with a white number 2 inside, representing the second step in the process.A large grey circle with a white number 3 inside, representing the third step in the process.

Complete the customer feedback link on our website contact page to let us know about your Soltaro experience or recommend a friend.

Getting the most from your battery

We want to help you get the most from your battery and have suggested some tips about saving energy in the home which will save energy and benefit your pocket too.



EVERY DEGREE COUNTS

Heating & cooling (depending on where you are in the world) can make a substantial difference to your energy bills. Small changes in temperature make a real difference and help you get more from your battery too.



USE YOUR TECHNOLOGY

Low energy or smart devices are great for saving electricity. Look at the devices you use at night when your batteries are doing their work to see where you can save. Using energy when you are producing from PV and exporting back to the grid will make a huge impact.



BRIGHT SPARKS

Make sure your home uses LED or other low energy lighting. This simple change can result in huge savings in the amount of energy you use.

What is it and how does it work?

The system is designed to be 'touch free' after install so there are no buttons on the system and you don't need to do anything as it will run itself.

By storing the excess power from the solar panels on your roof, you 'charge' the battery and use the stored power later in the day or when the sun goes down rather than buying it back from the grid.

The LED indicates the operation state of the battery and also battery SOC (State of Charge)

LED

Explanation (Blue - Battery Status normal)



0-25% Charge (SOC1). SOC1 will flash when charging



25% - 50% Charge (SOC2)

When charging, 25% indicator light is on and SOC2 will flash



50% - 75% Charge (SOC3)

When charging, 50% indicator light is on and SOC3 will flash



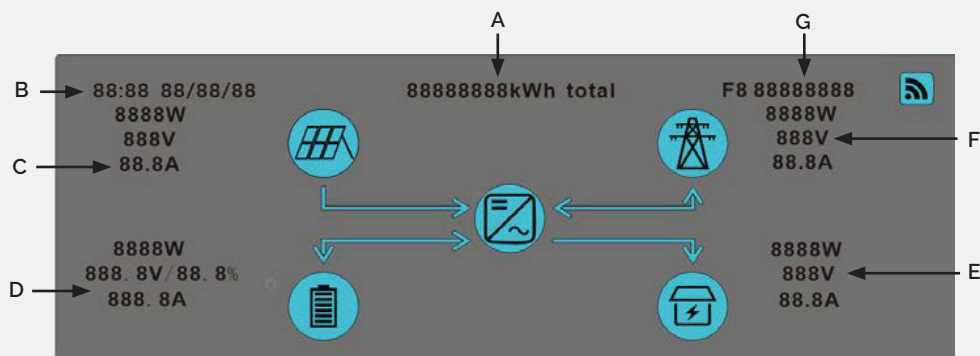
75% - 100% Charge (SOC4)

When charging, 75 % indicator light is on and SOC4 will flash



Service Alert - If present for longer than 1 hour - please contact Soltaro.

What does the information on the screen mean?



The information display shows the detailed information of the inverter.

POSITION DESCRIPTION

- | | |
|---|---|
| A | Total energy the inverter has produced. |
| B | Time & Date |
| C | PV system real-time parameters, including power, voltage and current. If the connection to the PV is disconnected, the icon, arrow and data will not be displayed on the screen. |
| D | Battery real-time parameters, including power, voltage/SOC and current. If the connection to the battery is disconnected, the icon, arrow and data will not be displayed on the screen. |
| E | Load consumption real-time parameters, including power, voltage and current. If the connection to load is disconnected, the icon, arrow and data will not be displayed on the screen. |
| F | Grid parameters, power, voltage and current. If the connection to grid is disconnected, the icon, arrow and data will not be displayed on the screen. |
| G | Error code. It will be displayed if an error occurs. |

Frequently Asked Questions

Is the Battery dangerous or flammable?

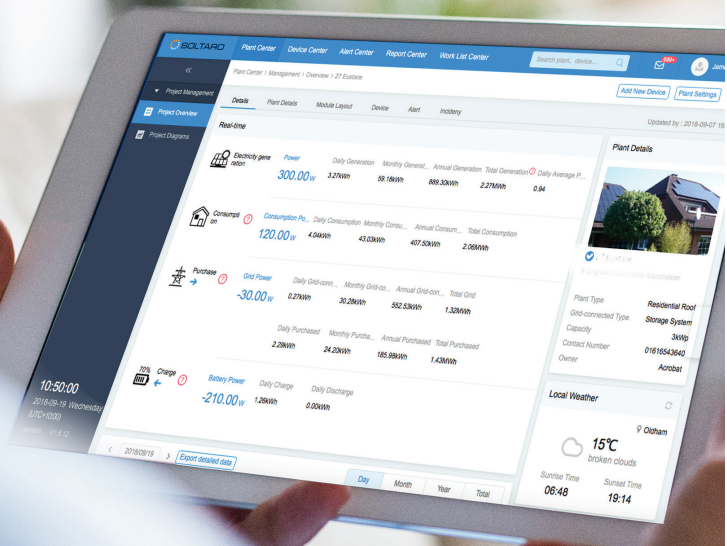
Soltaro batteries are constructed with over a dozen safety systems built in. The battery type is Lithium Ion Phosphate and is one of the safest battery chemical compositions designed for home use. The batteries are not flammable but in the event of a failure can release steam (water vapour) and a bad smell.

How do I turn off the system in an emergency?

The Soltaro system should shutdown automatically in the event of an emergency but, when required to do a shutdown, follow the steps below.

1. Turn of the PV Array Isolator located next to the All-in-One2 and/or;
Remove the centre cover of the All-in-One 2 and switch off the PV Array Isolator located on the bottom of the inverter.
2. Remove the front panel on the inverter/battery system and turn off the Battery Breaker and push the silver power button.
3. Turn off the breaker "Solar Supply Main Switch" in the Switch Board".

To Restart the system do the shutdown process in reverse.



Troubleshooting

Your battery storage system is designed to be as efficient as possible but on the very rare occasion you may experience issues. The design of Soltaro Battery Storage Solutions means that most issues can be taken care of remotely by the Soltaro technical team.

If you experience any issues, please follow the steps below.

Before you begin, please ensure you have registered your battery product online and entered the serial number and retailer / installer codes. You have up to 3 months from date of install to activate your extended product warranty and register your product but we'd suggest you do this immediately after install to fully benefit.

- 1. Visit www.soltaro.com**
- 2. Click on 'Report a Technical Issue'**
- 3. Sign up and create a support ticket**

We will be in touch within 1-2 Business days to let you know if the issue has been resolved remotely. If we are unable to fix the issue, we will get in touch to let you know what happens next.

We Feedback

We want to hear from you about your experience with Soltaro and how we've performed for you.

Our team is always looking at ways to improve services, correspondence and aftercare. Input from our customers is very valuable to us.

If you'd like to get in touch or complete a short customer survey then please visit www.soltaro.com/contact and follow the on screen instructions to our customer satisfaction survey.





Visit www.soltaro.com
Email info@soltaro.com

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RSA - +27 11 318 6583

Head Office - 8 Mohr Street, Tullamarine, VIC 3043

Approved Retailer Number

Certified Installer Number

Date of Install

Serial Number Battery - Module 1

Serial Number Battery - Module 2

Serial Number Battery - Module 3

Serial Number Inverter - Module 1