

POWERWALL

POWERWALL 2 FREQUENTLY ASKED QUESTIONS

Product & System

- What is Powerwall 2? How is it different from the original Powerwall?
- What are the key features of Powerwall 2?
- What are the two different types of Powerwall 2?
- What does AC Powerwall mean? Where is the inverter?
- What are the part numbers for the two versions?
- Where can I find the specifications of both DC & AC Powerwall 2?
- When should a customer choose DC vs AC Powerwall 2?
- What are compatible inverters with DC Powerwall 2?
- What are compatible solar inverters with AC Powerwall 2?
- Is AC Powerwall only for retrofit market?
- What type of backup power options exist for AC Powerwall?
- Can Powerwall 2 be used for off-grid applications?
- What is the expected maintenance for Powerwall 2?
- What is the Powerwall Product Warranty?

Installation

- How is Powerwall 2 installed?
- How many Powerwalls can I install on one site?
- How many people are required to install Powerwall 2?
- How is the Powerwall 2 packaged?
- Is there any LCD or visual indication on the Powerwall 2?
- Is there a way to differentiate between the DC & AC versions?
- Do you have single line diagrams for Powerwall installations?
- Can a Powerwall be installed as a standalone unit (without solar)?
- Does one need internet connection for Powerwall installations?
- Can I combine Powerwall 1 and DC Powerwall 2 at the same site?
- What components do I need for a DC Powerwall 2 installation?
- What components do I need for a AC Powerwall 2 installation?
- Does Powerwall work for 3-phase homes?

Availability

- Where can I see Powerwall 2?
- When can I get a demo unit?
- Can I start to capture Powerwall 2 leads?
- Can I promote the product?
- When do we expect first installation in each market?

POWERWALL

PRODUCT & SYSTEM

What is Powerwall 2? How is it different from the original Powerwall?

Powerwall 2 has more than twice the capacity as Powerwall 1 and is available in two variants, DC and AC. There are also significant visual and installation differences between Powerwall 2 and 1. It has a new design so it can be mounted on the wall and ground.

What are the key features of Powerwall 2?

1. Powerwall 2 comes in two variants, the AC & DC version. The AC Powerwall includes an inverter to convert direct current (DC) solar energy into alternating current (AC) used by your home.
2. Twice the capacity and four times the energy density. Powerwall 2 can provide up to 13.5kWh for the DC version and 13.2 kWh for the AC version. The power output for both DC & AC versions is 5kW continuous and 7kW peak but the power output of the AC Powerwall may be limited based on the grid codes of the country.
3. 40% more compact than Powerwall 1. We've packed in even more batteries while slimming down the size of Powerwall.
4. Flexible Installation. Powerwall has greater flexibility. It can be mounted on a wall or a floor, indoors or outdoors.
5. One Tesla app to stay connected. Always know what your Powerwall, solar system, Model S or X are doing anytime, anywhere.

What are the two different types of Powerwall 2?

Powerwall 2 comes in two variants. One is the DC variant called the DC Powerwall. This will work similar to Powerwall 1, i.e. with compatible hybrid or battery inverters. The other type is AC Powerwall which has a battery inverter integrated into the unit itself.

What does AC Powerwall mean? Where is the inverter?

Tesla has integrated a battery inverter inside the AC Powerwall - this means that the output of the Powerwall will be single / split phase AC. This also means that the wiring interface for the AC Powerwall will be different from the DC version. The AC Powerwall looks identical in form factor as the DC Powerwall but is a different part number than the DC Powerwall.

What are the part numbers for the two versions?

AC Powerwall Part number is 1092170-03-A

DC Powerwall Part number is 1112170-02-A

Where can I find the specifications of both DC & AC Powerwall 2?

The specifications of both DC & AC Powerwall 2 can be found in Tesla's partner portal. If you don't have access to the partner portal, please email partnerportal@tesla.com to request access.

POWERWALL

When should a customer choose DC vs AC Powerwall 2?

Customer or installer preference should dictate which Powerwall is best for each project. DC Powerwall 2 is more suited in combination with new solar installs. AC Powerwall 2 is more suited for homes with solar already installed and for homes that need standalone batteries for either backup or utility grid services. However, depending on installer or customer preferences, AC Powerwall can be used for new solar installations and DC Powerwall can be used for homes with solar already installed.

What are compatible inverters with DC Powerwall 2?

You will find a list of compatible inverters for both DC & AC Powerwalls in Tesla's partner portal. If you don't have access to the partner portal, please request access by emailing partnerportal@tesla.com.

What are compatible solar inverters with AC Powerwall 2?

You will find a list of compatible inverters for both DC & AC Powerwalls in Tesla's partner portal. If you don't have access to the partner portal, please request access by emailing partnerportal@tesla.com.

Is AC Powerwall only for retrofit market?

No, it can be used for standalone battery installations and also for new solar installations

What type of backup power options exist for AC Powerwall?

Tesla will be providing more details on its backup solution for AC Powerwall in the coming weeks

Can Powerwall 2 be used for off-grid applications?

Yes, AC Powerwall 2 when paired with a compatible PV inverter can be used for off-grid applications provided the Powerwalls are sized appropriate to desired home loads. Powerwall 2, at the moment, does not offer an option for a generator AC input. More details on off-grid capability will be provided by Tesla in the coming weeks.

What is the expected maintenance for Powerwall 2?

Powerwall is maintenance free. There is no regular maintenance required other than occasional remote firmware updates provided automatically by Tesla.

What is the Powerwall Product Warranty?

Tesla offers a 10-year warranty on Powerwall. Your Powerwall will be free from defects for ten years following its initial installation date. Please refer to our warranty in the partner portal for more details.

POWERWALL

INSTALLATION

How is Powerwall 2 installed?

Powerwall 2 can be either wall mounted or floor mounted. Detailed installation manual will be available in the coming weeks.

How many Powerwalls can I install on one site?

The number of DC Powerwall 2's installed in one site depends on the compatible inverter. You can install up to 9 AC Powerwall 2's on one site

How many people are required to install Powerwall 2?

A minimum of one Tesla certified installer is required to install Powerwall 2.0 but the Certified Installer will require a second person such as an electrician or apprentice to assist.

How is the Powerwall 2 packaged?

Powerwall 2 is packaged in cardboard packaging. It is lighter, less bulky, and easier to unpack.

Is there any LCD or visual indication on the Powerwall 2?

There is no LCD on the Powerwall. Instead, a green colored light pipe serves as a visual indication for the status of Powerwall.

Is there a way to differentiate between the DC & AC versions?

AC Powerwall Part number is 1092170-03-A

DC Powerwall Part number is 1112170-02-A

Please ensure you verify the model number before using either version

Do you have single line diagrams for Powerwall installations?

Single Line Diagrams will be shared in the coming weeks.

Can a Powerwall be installed as a standalone unit (without solar)?

Yes, AC Powerwall 2 can be used as a standalone unit. For DC Powerwall 2, please check compatibility with appropriate inverter for this use case.

Does one need internet connection for Powerwall installations?

It is highly recommended that an internet connection is provided for any Powerwall installation. Tesla believes in continuous improvement of its products and providing remote firmware updates via internet is key to making your Powerwall function effectively.

Can I combine Powerwall 1 and DC Powerwall 2 at the same site?

At the moment, Tesla does not support this.

P O W E R W A L L

What components do I need for a DC Powerwall 2 installation?

At a minimum, you need a compatible hybrid or battery inverter. You may also need a site meter and other components depending on your application.

What components do I need for a AC Powerwall 2 installation?

Along with AC Powerwall, you need a device called the Energy Gateway from Tesla for AC Powerwall installation. The Energy Gateway comes with a site meter that can be connected to the Energy Gateway either via local Wi-Fi or via RS485. Please find detailed instructions in the installation manuals in the coming weeks.

Does Powerwall work for 3-phase homes?

DC Powerwall 2 when paired with a compatible 3-phase Fronius hybrid inverter (Symo Hybrid) can be connected to 3-phase homes. AC Powerwall 2 does not produce 3-phase output. It can be however connected to a single phase on a 3-phase home. 3 AC Powerwalls can also be connected one on each phase of a 3-phase home.

AVAILABILITY

Where can I see Powerwall 2?

You may be able to see a Powerwall 2 at a Tesla store near you. In addition, the product will be available in key markets starting in 2017 and will continue to roll out globally.

When can I get a demo unit?

We will provide you an update once these units become available.

Can I start to capture Powerwall 2 leads?

Please reach out to your local Tesla account manager for this question.

Can I promote the product?

Please reach out to your local Tesla account manager for this question.

When do we expect first installation in each market?

Powerwalls will be available in key markets starting in early 2017.