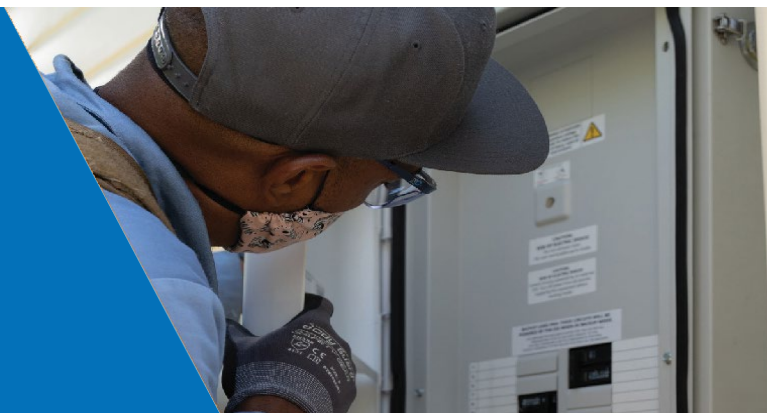


8 Steps to Complete Before Calling Tech Support




For SunVault™ installers only. Not intended for homeowners.

Please complete these steps before calling our tech support at **1.855.977.7867**.

By calling our tech support line, you agree to follow the instructions provided by the agent.

Updating apps and firmware


1. Install the latest version of Pro Connect through App Store or Google Play Store (scan QR code)

- **iOS:** Go to Settings and tap App Store > Turn on App Updates.
- **Android:** Open Google Play Store App > At the top right, tap the profile icon. Tap Settings > Network Preferences > Auto-update Apps.
- **Check:** Open Pro Connect app, tap the three lines at the top left > Version Information (should match the store page). 
- **If not current:** Please re-try. Having the latest version of Pro Connect is mandatory.

Pro Connect



2. Install the latest firmware updates in Pro Connect:

- Tap the three lines at the top left of Pro Connect app > Manage Firmware.
- Tap the download buttons for PVS Firmware, SunVault™ Firmware, PVS6 Grid Profiles, and PVS5 Grid Profiles.
- **Check:** Upon completion, “Last Updated” row must have the current date (mm/dd/year). 
- **If not current:** Please re-try. Having the latest firmware version is mandatory.


Zoom



3. Install Zoom application in case we need to examine the system over a video call (scan QR code)


Important checks


4. Cellular connection must be turned off. Ask the homeowner to connect your device to their Wi-Fi.

- Perform a speed test of the Wi-Fi signal (scan QR code). 
- Charge your device in advance and have a power bank handy.


Speed Test



5. Use a multimeter to carefully check the voltage readings and cable tester to check the wiring. 

- Fill out the ‘Systems & Voltage Checks’ label on the inside of the Hub+ door. 
- Refer to section 1.11 of the SunVault™ Installation Guide.

6. If you encounter any errors - complete the steps provided by the app. 

- Check out our ‘Pro Tips’ playlist and our resource page (scan QR code).
- Observe and record any changes in the LED lights (PVS, MIDC, PVDR). 


Pro Tips + Resources



Initial questions




7. General information:

- **About you:** Name, company, email address, phone number.
- **About the site:** Address, homeowner’s name, whether it is a new or return visit.
- **About the system:** Size of ESS, serial number of PVS, number & type of solar modules, whether the system has an RPO switch

8. General photos: 

- **Site:** MSP/Meter (dead front/labels/circuit breaker ratings), long shot of ESS.
- **Wiring:** close ups of piping entry/exit to enclosures; close ups & long shot of SunVault™ (production, consumption CTs; splices).
- **Devices and monitoring:** long shot of Hub+, close ups of MIDC, PVDR.

Legend

-  Take a photo
-  Take a screenshot
-  Take notes