



**Moixa Smart Battery
2 & 3kWh units
User Manual**



Welcome to your new **Moixa® Smart Battery**. This is your user manual.

Moixa leads the world in smart battery technology, with our all-in-one battery and inverter system, suitable for any home. Now you can take back control of your energy use, protect yourself from price rises, and save £100s off your electricity bill.

Our Smart Battery is British invented and manufactured. We offer full sales and technical support locally in the UK. We're the partner of choice for leading installers, housing associations and utility companies.

For technical support relating to your Smart Battery, please contact Moixa Customer Support

 0207 734 1511

 support@moixa.com

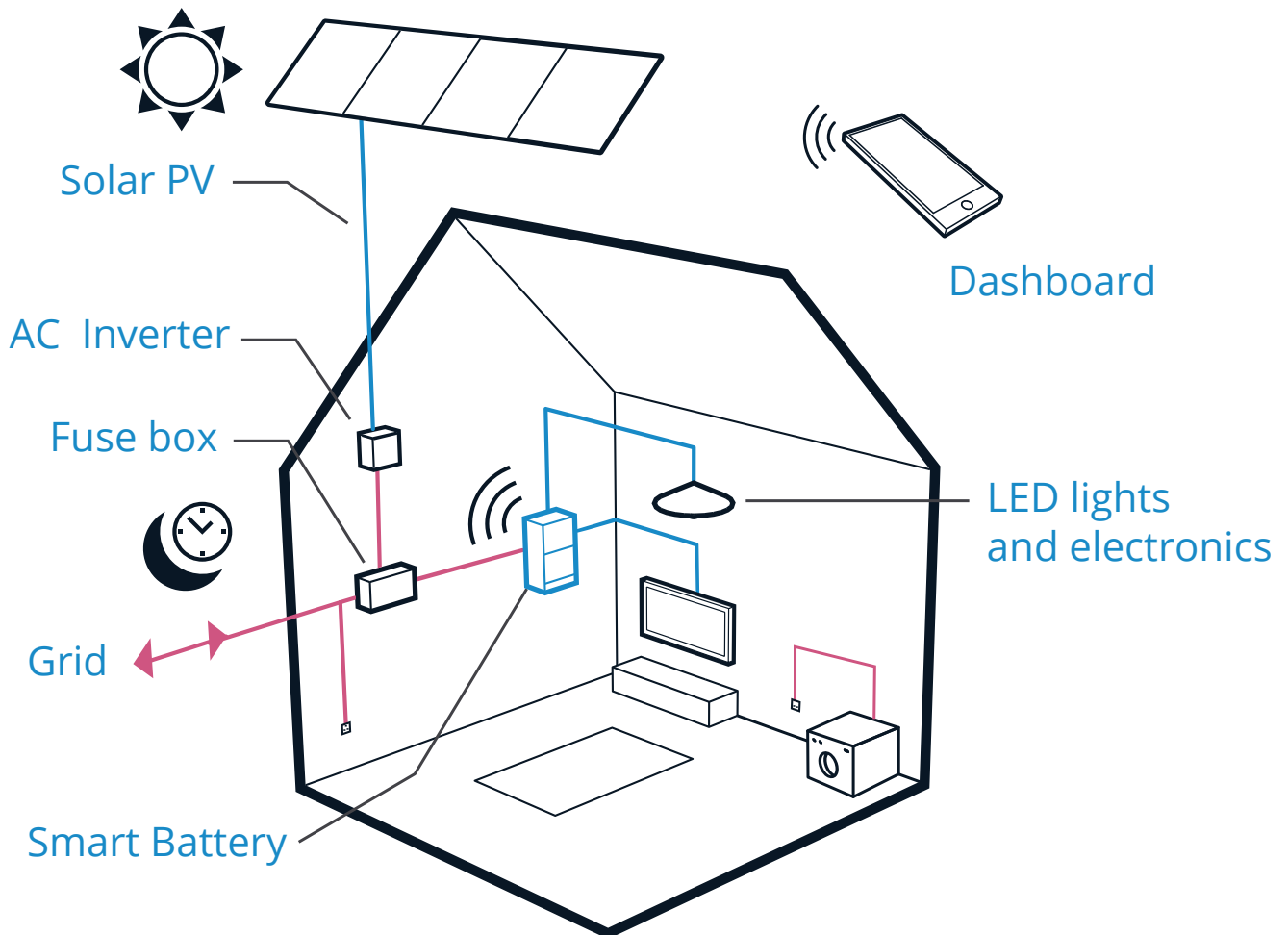
 www.moixa.com

Correspondence should be addressed to:
Moixa Technology Ltd,
One Fellmongers Path,
London SE1 3LY,
United Kingdom



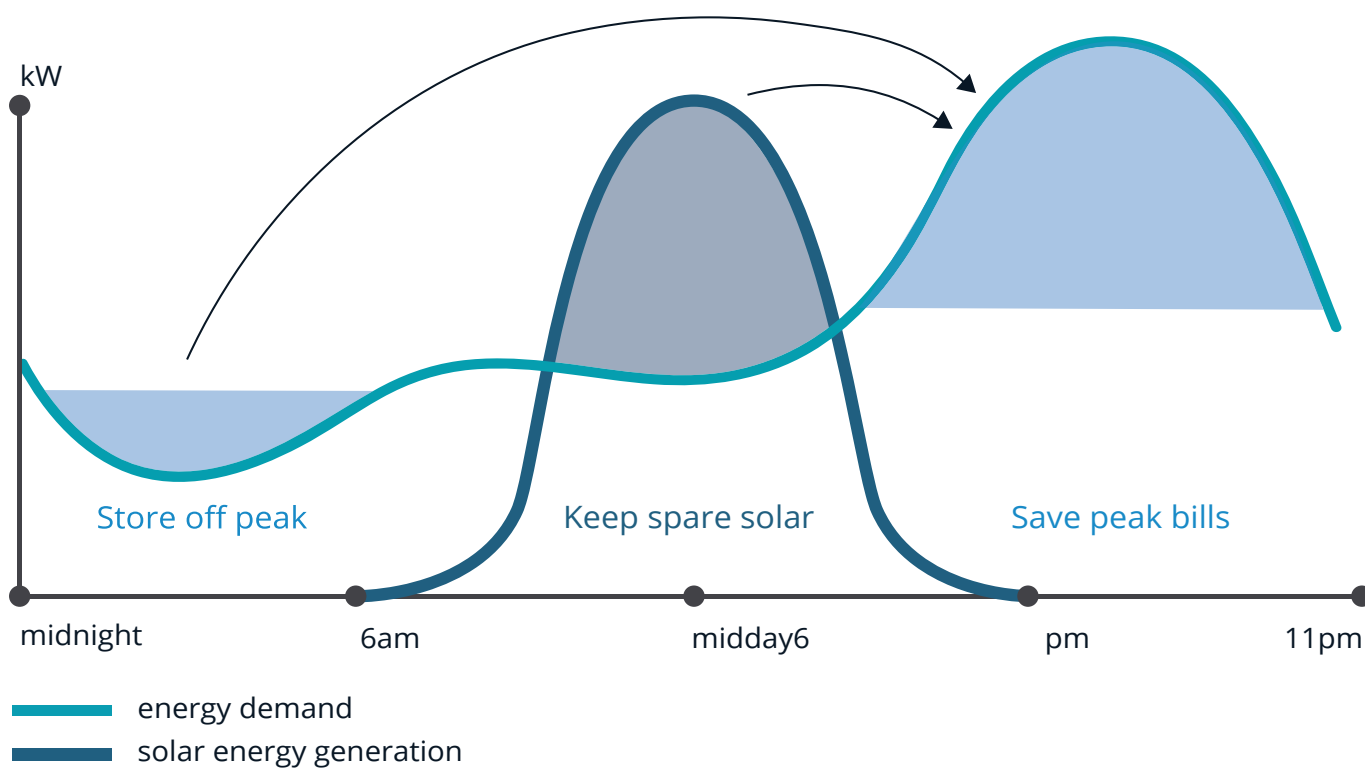
The Moixa Smart Battery fits into your life

The Moixa Smart Battery is installed near your consumer unit (fuse box) and measures the energy coming from your solar panels, and being used in your home. This enables it to know when to store energy and when to provide it. You can keep track of all energy flows through the Moixa web portal."dashboard"



Storing solar & off-peak energy

When excess energy generated by your solar panels is not being used in your home, the Moixa Smart Battery stores that energy for use later. The unit can also store off-peak low cost grid energy in the middle of the night for use the next day.



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1.0 Information in this manual

1.1 About this manual

This is the user manual for the Moixa Smart Battery Control Unit (MCU) V3/2kWh and V3/3kWh. Users of this device must refer to this manual.

1.2 Additional information

The user manual can be downloaded from the product download section at www.moixa.com/support/

2.0 Safety

2.1 Intended usage

There are no user serviceable parts in the Moixa Smart Battery V3/2kWh or V3/3kWh units. The purpose of this device is to manage and utilise the energy stored in the Moixa Battery's lithium iron phosphate (LiFePO4) batteries. Please do not use this device in a manner other than that described in this manual. Use of this device and use of components other than as sold or recommended by Moixa Technology will not be covered by the product warranty. For inquiries about the proper use of this device, please contact the Moixa support desk or helpline.

2.2 Identifying the product

At the top of the Moixa Smart Battery you will find the 'type' label. This label describes the product version and basic specifications. You should be familiar with the contents of the label.



Type label



The table below shows a type label example

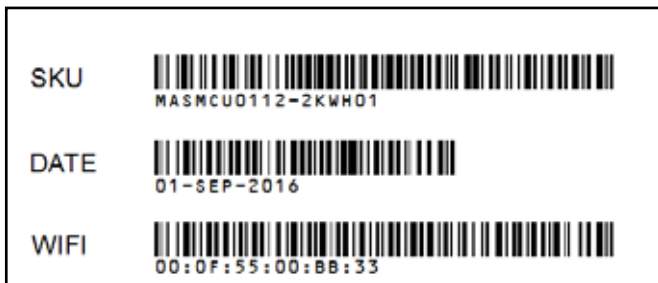
Moixa Technology Ltd, One Fellmongers Path, London SE1 3LY		T: 0207 734 1511 E: info@moixa.com W: moixa.com		MASLOW CONTROL UNIT - V3/2kWh				
INPUT: 100-240 VAC ~12A 50-60HZ		OUTPUT: 18-33 VDC MAX 14A					DESIGNED IN LONDON MADE IN THE UK	
SOLAR POWER 18-33V MAX 10A		AC MAINS 100-240VAC	TOTAL MAX 14A	DC LIGHTING 18-33VDC	DC LIGHTING 18-33VDC	DC NETWORK 18-33VDC		

The 'unit ID' label is as shown below (this label is to the left side, as viewed from the front, of the MCU case):

WI-FI — OLDER VERSION



WI-FI — NEWER VERSION



LEFT SIDE OF CASE

THE 'INVERTER ID' LABEL IS AS SHOWN BELOW



- For Units post Oct 2016 a separate label shows the serial number for the MCU
- The model/SKU number corresponds to the version of Moixa Smart Battery.
- The inverter serial numbers correspond to the serial numbers of the internal inverters.
- You may be asked to provide these details if you contact customer support.

2.3 In the event of power-cut / mains failure

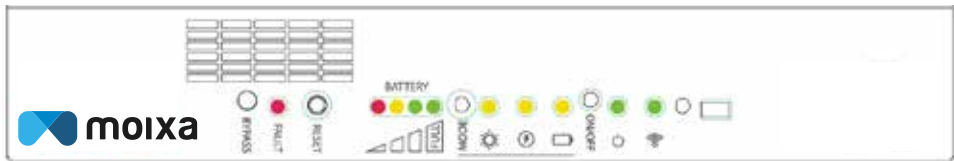
If your installation includes a DC lighting circuit, the Moixa Smart Battery V3/2k-Wh is designed to continue to provide direct current (DC) power to this connected lighting circuit in the event of a mains power failure until the energy in the battery is exhausted.

The Moixa Smart Battery will continue to provide power until the minimum capacity level in the battery is reached, after which the unit will switch off power to the lights.

If the mains is still off 6 hours after this happens please let us know by contacting the Moixa support desk. Your unit may need to be shut down to prevent the battery self discharging.

2.4 Moixa Smart Battery Technical Specification 2 & 3kWh models

Moixa integrated smart battery and power delivery system

Battery	2 or 3 kWh LiFePO4 battery unit
Dimensions	Height: 49.0 cm Width: 30.8 cm Depth: 19.0 cm fro 2kWh, 23.0 cm for 3kWh model Weight: 28.6 kg (2kWh system) , 36.8kg (3kWh system)
Power Inputs	Mains AC . Fused input (3A) between 85 - 263V AC / 120 - 373V DC. PV panel inputs, standard MC4 PV connections, up to 15A, max VOC 35V rated panel
Power Outputs	3 x DC outputs, 23-32V combined maximum 14A load 1 x internal connector to micro-inverter, rated at 20A DC 1 x AC output (micro-inverter version), rated at Max 430W
Battery	2x non-user replaceable battery 40Ah (2kWh) or 60Ah (3kWh) modules. Typical life > 10,000 full charge cycles @ <80% DOD (20 years projected) Batteries are rated at max 20A charge / discharge rate. Fully charged 28.8V, discharge to 23V
Protection & Compliance	All connections between power sources are protected with logic controlled fault detection circuitry that disconnects all power when activated. Protection is for over current (>17A), over voltage (>36V), and under voltage (<20V) conditions. Earth fault protection is provided through comparator analysis in software, disconnects all power outputs when activated. All DC outputs are additionally protected with thermal fuses, typically rated at 8A, but matched on install to network load. Designed to comply with FCC/EMC, ROHS (EN301-489-1 & -17), FCC (part 15B) and Canada (ICES003), EN 60950-1 (tested by UL and others). Microinverter to G83/2. CE marked and fully compliant for sale in the EU.
Status Panel	 The status panel features the Moixa logo on the left. It includes a grid of 12 status LEDs, a 'BATTERY' indicator with a red light, a 'FAULT' indicator with a red light, a 'RESET' button, a 'MODE' indicator with a green light, a 'TUNE' indicator with a green light, a 'STATUS' indicator with a green light, and a 'CHARGE' indicator with a green light. There are also several other small icons and indicators.
Communications	As standard with WiFi (external antenna). Ethernet port (internal) for direct wiring or powerline (TPlink) comms.
Notices	Available for orders UK FOB Standard Warranty: 5 years unit , 10 years batteries@ 70% of initially rated capacity. Extended Gridshare Warranty: For as long as the customer is a participant of Grid-Share the unit remains under warranty Specifications subject to change without notice. Patented and patents pending including (GB2476213, US201000076615, GB1221819.4)

3.0 Product Overview

Compact

The Moixa Smart Battery is a compact wall or cupboard mounted unit, providing 2 or 3kWh of home energy storage.

Smart Energy Plan

It can store energy from off-peak mains electricity according to a plan dependent on the time of day.

Stores Solar Energy

It can store energy from grid-connected solar panels enabling greater self-consumption of locally generated power.

Direct Solar plug-in option

If the Moixa Smart Battery has solar panels directly plugged into it, it will store energy from them automatically for later use.

Smart Inverter

The Moixa Smart Battery has a micro inverter panel so it can also export power to the house AC circuit according to a time plan or by measuring home electricity load.

DC Power option

The Moixa Smart Battery can provide a low voltage DC power network. Subject to survey, some existing lighting circuits could be re-used (without re-wiring) and converted to DC LED lighting by checking and changing to DC LED down-lights and pendant fittings. The Moixa Smart Battery will continue to power connected low voltage DC power circuits during a power cut provided there is capacity remaining in the battery. The Moixa Smart Battery's DC power network is intended to be compatible with future standards for the powering of DC devices.

GridShare cash-back

The Moixa Smart Battery's storage is intended to be made available as an aggregate resource for networks to use to address issues and improve overall reliability. This creates income opportunities from future grid demand side programmes that are shared with Moixa customers. You can take advantage of this by joining the GridShare scheme, please register here:

www.moixa.com/GridShare-registration/



4.0 Operating the System

The system is designed to work without any user intervention, it is programmed to optimise your energy savings automatically. This section describes some of the safety features of the system.

4.1 Resetting a system fault

If the red FAULT light is on it indicates that the Moixa Smart Battery has detected a fault, such as a short circuit. Please call technical support before performing any action.

After consultation with Moixa Customer Support the system can be reset by pushing the RESET button. It is important to ensure that the cause of the fault is identified before the system is reset.

4.2 Bypass Mode

If the Moixa Smart Battery is in fault (not providing power) then it can be temporarily placed in bypass mode. Please contact Moixa Customer Support before performing this action.

- Push the bypass button once (it will click in), press again to stop bypass.
- You will see the battery level lights scroll continuously to confirm the unit is in bypass mode, and your lights should come on provided the unit has mains power.

4.3 Shutting down the unit

After consultation with a Moixa Customer Support - hold the "Mode" button down for 15 seconds, after which the unit will transmit a short series of audible beeps. After a further period (up to 1 minute) the unit will start to beep continuously.

Only then should you switch the Power ON / OFF.

Toggle to OFF disconnects the Battery, DC power and Mains input/output.

The Moixa Smart Battery's connection to the on-line interface will be lost whilst the unit is shut down.

The toggle switch should be left in the ON position at all times. Please do not shut down the unit unless a fault occurs, and you are instructed to by technical support.



4.4 Resetting the Wi-Fi password

Before a Moixa Smart Battery can communicate with the Moixa servers, a connection to the Internet must be established. For a Moixa Smart Battery equipped with WiFi, this is done using a set-up mode called Access Point (AP) mode when the Moixa Smart Battery creates its own wi-fi network. Any wi-fi enabled device with a web browser (e.g. laptop, smart phone) can then be used to connect to the Moixa Smart Battery communicate the WiFi settings of your homes network name (also called SSID) and password to your Moixa unit.

Go to www.moixa.com/support and download a step-by-step guide with images: *'Re-connecting the unit's WiFi'*

N.B. Please connect to the 2.4GHz WiFi network if this is available, rather than a 5GHz network - most modern routers have both options - 2.4GHz has a longer range, stronger and more reliable signal that will provide a better connection

1. Using a device with wi-fi capability look for the unit announcing itself as a wi-fi network. The SSID will be broadcast as **Maslow-b827eb******* where b827eb***** is the unit's serial number (where ***** are 6 alpha-numeric figures that are unique to your unit. If you see the unit then skip step 3.
2. If you cannot see the unit then it is not in AP mode. To set it into AP mode do the following:
 - A. Press the switch marked BYPASS. The unit will go into bypass mode as indicated by a scrolling pattern on the battery lights.
 - B. Press the MODE switch for one second.
 - C. Disengage bypass mode by pressing the BYPASS switch again. The battery lights will return to their normal display pattern.
3. Select the Moixa Smart Battery wi-fi network from your Wi-Fi network manager. When prompted for a password enter **"MaslowPass"**.
4. Once your device has connected to the Moixa Smart Battery open a web browser and navigate to the following page: <http://10.74.8.254/>
5. In the page that is displayed enter the SSID (name) and password of the wi-fi network that you wish the Moixa Smart Battery to connect to then click Enter. A confirmatory message will be displayed and your device will be disconnected from the Moixa Smart Battery. Note it is important to type in the name and



password exactly as they appear on your router (they are usually printed on the label) or if these have been reset, to exactly as they are currently set. Both SSID and password are case-sensitive.

6. If possible, check that the Moixa Smart Battery has successfully registered onto the wi-fi network. Many routers will display a list of connected devices on the 'admin' webpage.

7. The green light above the fan symbol will turn on when the Moixa Smart Battery has connected successfully. It may take several minutes to establish a connection when the unit is turned on or restarted.

Troubleshooting: If you are unable to set the Moixa Smart Battery into AP mode please reboot your unit and then wait five minutes before trying again. If the unit will still not enter AP mode please raise a support ticket by sending an email to Moixa Customer Support:
support@moixa.com
with subject "wi-fi configuration: <your name or unit serial number>".

If you have set the SSID and password and received the confirmatory message but your Moixa Smart Battery has not connected to your network after five minutes then please repeat the procedure from Step 1 as it is possible that the SSID and/or password has been entered incorrectly.

5.0 Moixa Portal

5.1 Overview

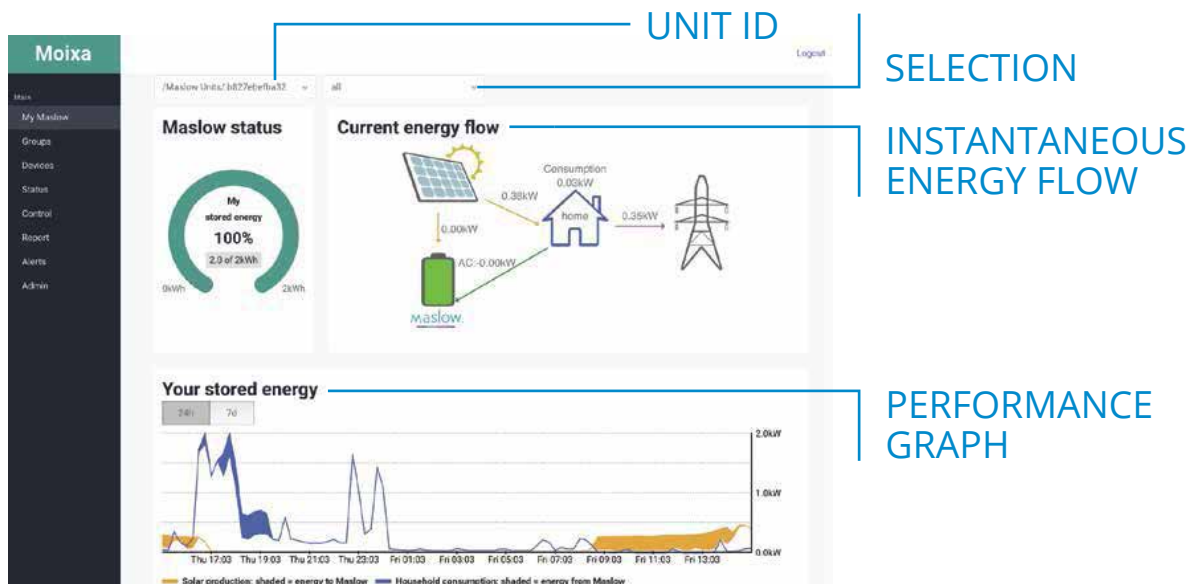
Please refer to section 6 for how to register your membership and initialise your Moixa Portal. This allows you to log in and see the status and performance of your Moixa Smart Battery, and register your warranty.

The infographic on your Moixa Portal dashboard is a visual representation of the performance of the system over a 24-hour period.

5.2 Homepage

You can use a web browser or smartphone to check operational and performance information about the Moixa Smart Battery.

<https://gridshare.moixa-data.com/>



5.3 System Performance Graph

The “plan” for the unit (the profile of when the unit should store energy or release it, and its settings) can be seen from the graph shown on the homepage.

The graph shows monitored household consumption (blue line) and monitored (AC) solar production (orange line) in kW. Moixa Smart Battery powering activity is shown by the shaded areas of the graph. The energy stored in the Moixa Smart Battery from solar is shown shaded in orange; the energy returned from the battery to support the household’s energy demand is shown shaded in blue.

6.0 Service Terms

6.1 Battery Safety Instructions

Please read the following instructions as failure to observe the precautions may result in serious personal injury or property damage.

Precautions

- Do not attempt to disconnect, disassemble, repair or move the unit. This can only be carried out by a Moixa Approved Installer.
- Do not expose the unit to open flame or sources of heat or keep flammable objects or liquids nearby.
- Do not expose the unit to temperatures in excess of 45° C or under 0° C.
- Do not damage the unit such as subjecting it to strong impacts or piercing it or placing objects on top of it.
- Keep the unit out of reach of children or animals.
- Keep the unit out of direct sunlight and do not allow it to come into contact with liquids.

If the unit becomes damaged, becomes wet or you hear any unusual noises, turn the unit off from the mains using the isolation switch and contact Moixa Customer Service or your installer as soon as possible for assistance.

In the unlikely event the unit starts to leak and anyone is exposed to the liquid, seek immediate medical assistance and wash the affected areas thoroughly and induce vomiting if ingested. You must also turn the unit off from the mains using the isolation switch and contact us or your installer as soon as possible for assistance.

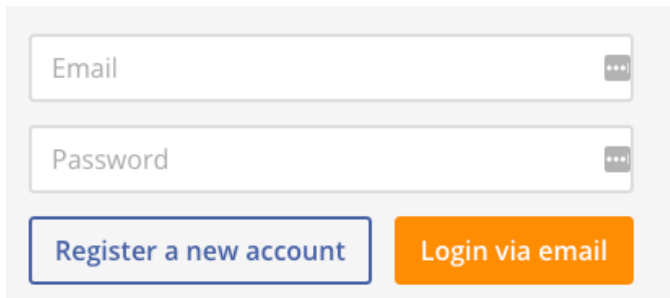
If there is a fire where the unit is installed, extinguish the fire as soon as possible. If the unit is exposed to fire, it may produce poisonous gases. If you detect fire or smoke, turn the unit off from the mains using the isolation switch and contact the emergency services and Moixa as soon as possible for assistance.



6.2 Password Initialization

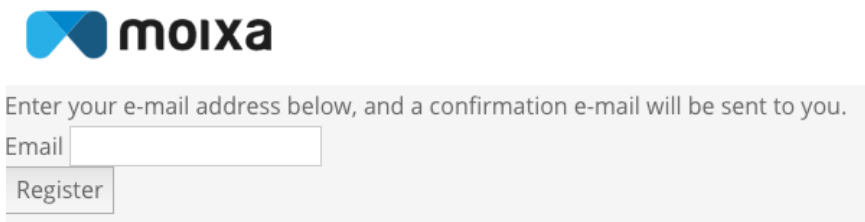
To be able to access live data from your Moixa Smart Battery you need to set up your personal Moixa account on our server by following these instructions.

1. Proceed to the following web address and follow the instructions:
<https://gridshare.moixa-data.com/>



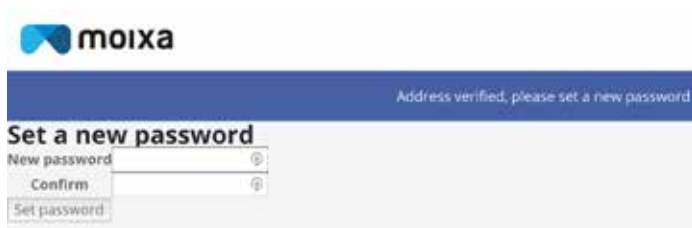
The image shows a registration form with two input fields: 'Email' and 'Password', each with a visibility toggle icon. Below the fields are two buttons: 'Register a new account' (blue) and 'Login via email' (orange).

2. Click on “Register a new account” and you will see the following screen.



The image shows the Moixa registration screen. It features the Moixa logo at the top left. Below it is a message: "Enter your e-mail address below, and a confirmation e-mail will be sent to you." There is an "Email" input field and a "Register" button.

3. Enter your email and click “register”. You will receive an email to your account. Click on the activation link in this email and you will see the following screen:



The image shows the Moixa password setup screen. It features the Moixa logo at the top left. Below it is a message: "Address verified, please set a new password". There is a "Set a new password" heading and three input fields: "New password", "Confirm", and "Set password".

4. Please enter your password, confirm it, and click “set password”.

Once this has been done your unit can be assigned to you by our support staff



Troubleshooting: Until your Moixa Smart Battery has been assigned to your account by our support staff, whenever you log in you will receive a “no associated device” error message. It can take up to two working days for your unit to be assigned. If after 48 hours you still do not see your Moixa Smart Battery then please raise a support ticket by sending an email to the Moixa Customer Support team.

Further help: To raise a support ticket send an email with subject: “server registration problem: <your name or unit serial number>” to our support address: support@moixa.com

6.3 Log-in

Log-in to the homepage using your ID and password you created when you registered.

Log in at the following address (once authorised) and you will be presented with live data as reported by your Moixa Smart Battery to our servers:

<https://gridshare.moixa-data.com>



6.4 Standard Warranty Terms and Conditions (the 'Manufacturer's Warranty')

Moixa Technology Ltd ('Moixa') has developed a reliable energy storage product (the 'Product'), designed to withstand normal operating conditions, which is supplied with a standard warranty against material or manufacturing faults for the duration of the warranty period (the 'Warranty Period'), subject to the following terms and conditions:

- a) This Manufacturer's Warranty applies to Products purchased and installed in the United Kingdom of Great Britain and Northern Ireland, the Republic of Ireland, the Isle of Man or the Channel Islands (separate warranty conditions apply outside these territories).
- b) The Product must be purchased by the Customer (not part of a pilot scheme) and installed after 1 January 2017 to be covered by this Manufacturer's Warranty.
- c) The Product must be correctly installed by a certified Moixa Accredited Installer and commissioned by Moixa.
- d) The Product must be used at all times in accordance with the User Manual provided with the Product and also available at www.moixa.com.
- e) The Product must only be used in a domestic or light commercial environment, (light commercial is defined as a semi domestic/commercial environment, including a home office).
- f) The Product must be registered via the internet at www.moixa.com within 30 days of commissioning.
- g) The Warranty Period will commence from the date of commissioning, unless this date is more than six months from the date on which the Product was dispatched by Moixa to the Moixa Accredited Installer, in which case the Warranty Period will commence six months from the date of manufacture as confirmed by the Product's serial number.
- h) Except for the battery(s) referred to in the clause below, the Warranty Period of the Product is 5 Years (except where stated otherwise), extensions available, subject to applicable terms and conditions.
- i) The battery(s) supplied with the Product is covered under this Manufacturer's Warranty for a period of 10 years from the date of registration. Moixa shall only accept a warranty claim if the battery capacity falls below 70% of its initially rated capacity.
- j) Notwithstanding the Warranty Period, an extension to the Manufacturer's Warranty (subject to additional or varied terms) shall apply for as long as any Customer remains a contracted participant in Moixa's GridShare™ Scheme.
- k) Once installed, the Product must not be moved from its installed position unless Moixa has provided written authorisation to do so.
- l) During the Warranty Period a Product which is proved to be faulty or defective in manufacture, will be repaired off-site or replaced free of material and labour charges, provided that Moixa has provided written authorisation for the repair or replacement to be carried out and has approved the total cost of the work.
- m) Moixa does not accept or reimburse any costs including damage to the Product and engineer call-out charges where any unauthorised third party undertakes work on the Product unless Moixa has approved such work and the associated cost in advance.
- n) The Customer must follow the procedure set out in the User Manual for reporting faults, which includes technical support via telephone and the booking of a service visit as a last resort.
- o) A fee shall apply for service visits, which shall be reimbursed to the Customer if the fault falls within the scope of the Manufacturer's Warranty.
- p) The Warranty Period will not be extended after any repair or replacement of the Product or part of the Product.
- q) During the Warranty Period, the Manufacturer's Warranty is transferrable to a new owner provided that the Product remains in the originally installed location and Moixa is notified of the change of owner in writing.
- r) Any claim made under the terms and conditions of this Manufacturer's Warranty must be made within the Warranty Period.
- s) The Manufacturer's Warranty does not apply to:
 - i. any other installation carried out at the same time as the installation of the Product including the installation of solar panels and external wiring;
 - ii. damage caused by faulty installation, theft, tampering, neglect, misuse, accident, fire, flood, explosion, lightning, storms, frost or other bad weather conditions;
 - iii. any non-performance as a result of the Product not being connected to the Internet;
 - iv. damage caused by the non-observance of the User Manual; and
 - v. any unauthorised adjustments made to the Product by a third party and any self-maintenance tasks carried out by the user not authorised by Moixa.

The Manufacturer's Warranty is the sole and exclusive warranty given by Moixa and where permitted by law, is made expressly in lieu of all other warranties, express or implied, statutory or otherwise, including without limitation, warranties of title, quality, merchantability, fitness for a particular purpose or non-infringement or warranties as to the accuracy, sufficiency or suitability of any technical or other information provided in manuals or other documentation. In no event will Moixa be liable for any special, direct, indirect, incidental or consequential damages, losses, costs or expenses however arising, whether in contract or tort, including without limitation any economic losses of any kind, any loss or damage to property, or any personal injury.

Data Protection

Customer details will be held in accordance with Moixa's Data Protection and Privacy Policy and used by Moixa to administer the Manufacturer's Warranty and to conduct repairs. Moixa may disclose a Customer's information to its service providers and agents for these purposes. Moixa may also use a Customer's data for training and testing purposes.



6.5 Smart Battery End User Agreement

This End User Agreement (the 'Agreement') relates to the operation and use of Moixa's Smart Battery (the 'Product') and is made between Moixa Technology Ltd ('we' or 'us') and you, the customer in whose property the Product is installed.

The Agreement shall apply to Products purchased and installed in the United Kingdom of Great Britain and Northern Ireland, the Republic of Ireland, the Isle of Man and the Channel Islands.

Product Requirements

In order for the Product to be able to function correctly, you are required to provide the following:

- a suitably sized space to install the Product (min. W400mm x H550mm x D240mm);
- a reliable domestic broadband connection;
- an up-to-date web browser to use the online dashboard (Microsoft Edge, Chrome, Safari or Firefox); and
- a connection to your electrical supply.

Contract

This Agreement, together with the Manufacturer's Warranty, constitutes the entire agreement between the parties. Should we decide to vary the terms of the Agreement, we will notify you by email within 28 days of the new terms becoming effective.

This Agreement is formed between you and us and you are deemed to have accepted these terms only after Moixa has successfully commissioned the Product via a Moixa Accredited Installer ("MAI").

Moixa owns a portfolio of Intellectual Property Rights ("IPR") in relation to the Product and its software and no licence, implied or otherwise, is granted to you in respect of the IPR. You further agree not to reverse engineer, decompile, decode, decrypt, or otherwise disassemble the Product.

Use of the Product & Warranty Registration

The Product must be operated at all times in accordance with the User Manual provided with the Product (also available at www.moixa.com) and should only be used for the purposes for which the Product is intended.

In order for our Manufacturer's Warranty (as set out in the User Manual) to become effective, you must register an account within 30 days of installation via gridshare.moixa-data.com and notify us by sending an email to support@moixa.com. You further agree to maintain a broadband connection at your premises, failure to do so may limit the effectiveness of our Manufacturer's Warranty.

Provision of Services and System Monitoring

We grant you access to the Moixa Customer Portal available via our web-based interface at gridshare.moixa-data.com. Should we elect to cease providing you with these services, we shall provide you with 30 days' written notice.

The Moixa website and software may be temporarily unavailable if we have to carry out routine or emergency maintenance and we shall use our best endeavours to notify you when our services are unavailable.

For as long as you continue to use the Product, you consent for us to monitor the performance of the Product remotely and electronically for the purposes of system maintenance and we may periodically release software upgrades without notice.

We may also use the data generated from system monitoring for aggregate profiling and improvement of software decision-making, subject to our Privacy Policy concerning the use of personal data.

Moving Home

If you move out of the premises in which the Product is installed, you agree to notify us by filling out the 'Moving Home?' form at www.moixa.com and you agree to notify the new occupier that this Agreement needs to be transferred in order for these terms and the Manufacturer's Warranty to remain effective.

Technical Support

Moixa provides a technical support helpline: 0207 734 1511 (open 9.30am–6pm Mon-Fri excluding Bank Holidays) or you may send an email to support@moixa.com. Telephone calls may be monitored or recorded for quality assurance and training purposes.

GridShare™ Scheme (the "Scheme")

If you are eligible for and you elect to participate in the Scheme, you must complete the online application form and provide the information requested. Your participation in the Scheme shall commence once we have confirmed by email our acceptance of your application and the date on which your participation shall start (the "Start Date"). For the avoidance of doubt our



extended Warranty conditions shall apply to contracted GridShare participants.

We reserve the right to reasonably reject any application and in such circumstances, we shall provide an explanation to you (criteria include the location of your premises or what energy supply tariff you have).

In order to receive full payments under the Scheme you shall (a) be the purchaser and owner of the Product (separate terms apply for funded projects) (b) maintain the Product in good working order and report any faults to the Technical Support team within 48 hours of first becoming aware of such fault (c) be responsible for keeping the Product powered-on at all times, provided it is safe for you to do so (please refer to the User Manual) (d) maintain a constant live internet connection to the Product and, if it becomes disconnected from the internet, restore the connection as soon as practicable.

In order for us to be able to operate the Scheme, you consent that we may do the following at any time and as frequently as we consider necessary without your further knowledge or consent: (a) monitor the Product remotely via the internet in accordance with our Privacy Policy (b) access and control the Product remotely in order to provide services to your local distribution network or the National Grid (for example, making the Product available to participate in the National Grid's Firm Frequency Response balancing service) or other parties such as utility companies.

By participating in the GridShare scheme, you consent to us operating the Product exclusively on your behalf to participate in grid services and we undertake to use our best endeavours to act in your best economic interests. For the avoidance of doubt, participating in the Scheme may cause an increase in your home's consumption of metered electricity but our aim is to provide an overall financial benefit to you over the term of the Scheme.

Within 28 days of the annual anniversary of the Start Date, we shall provide you with a report by email detailing our activity in relation to the Scheme. We shall send you a cheque by post either in the agreed amount if you have applied for the Fixed Income Scheme or, if you have applied for the Profit Share Scheme, 60% of the annual income generated by the Product under the Scheme. You acknowledge that payments under the Scheme may vary from customer to customer, for example, based on the start-date of the Scheme, the location of the Product and your energy supply tariff.

The Scheme shall operate on a 12-month rolling basis for a maximum term of 3 years. You may cancel your participation in the Scheme at any time by sending an email to support@moixa.com. You shall only be entitled to payments for each full 12-month period you have taken part in the Scheme, calculated from the anniversary of the Start Date.

You may elect to switch between the Fixed Income Scheme and the Profit Share Scheme at the end of each 12-month term by providing written notice to us no less than 14 days from the start of the next 12-month term. At the end of the 3-year term, we shall endeavor to offer you a new contract to continue to participate in the Scheme, subject to new terms and qualification criteria.

If you apply for the Fixed Income Scheme, we may cancel your participation in the Scheme if the Product is disconnected from the internet for a total of 438 hours in any 12 month period of the Scheme representing a total of 95% 'uptime'.

If you apply for the Profit Share Scheme, we will not pay you for the times the Product is offline or if you have failed to report a fault with your Product within 48 hours of first becoming aware of it.

Privacy Policy

We will hold personal information about you including (a) information you have provided to us (b) data generated when you access our services (for example, identifying information required for your Product to communicate with applications on the internet) and (c) information provided by other companies, including our partner organisations, who have obtained your permission to share information about you. We retain your information securely in accordance with our data retention and deletion policies.

We need your information so that we can continue to provide products and services to you and manage the accounts of all our customers. This includes creating statistics and carrying out analysis. In addition, we may also use your information in the following ways (a) to monitor and improve our products and services (b) to create profiles and carry out research (c) to enable us to comply with any legal or regulatory requirements (d) to protect or enforce our rights or the rights of any third party and (e) in the detection and prevention of fraud and other crimes. We may also disclose your information to any successors of our business for them to use for the purposes set out in this privacy policy.

Unless you have asked us not to, we may send you periodic newsletters, or other information about our products and services (and those of our partners, particularly where there is a potential to improve the economic benefits to your system) by post, telephone, SMS or email, including, where applicable, for a reasonable time after you have ceased to be a customer of ours. You may change your notification preferences via www.moixa.com.



Some of our work might be carried out outside the European Economic Area (EEA), and so might the people or organisations we share your information with. That means your information could be moved to countries that do not have the UK's standards or protection for personal information. If that happens, we shall make sure there are adequate safeguards. We shall still collect, store and use your personal information the way we explain here.

For any queries about this privacy policy, for requests of copies of the information we hold about you or to amend or transfer your records, or to make a complaint about how we use your information, please contact our Technical Support Team.

Exclusion and Limitation of Liability

Nothing in these terms shall exclude or limit our liability for (a) death or personal injury caused by our negligence (b) fraud or fraudulent misrepresentation or (c) any other matter for which it would be illegal for us to exclude or attempt to exclude our liability.

Subject to the above, in no event shall we be liable for any special, direct, indirect, incidental or consequential damages, losses, costs or expenses however arising, whether in contract or tort, including without limitation any economic losses of any kind, any loss or damage to property, or any personal injury.

We give no warranty make no representation as to the amount of energy savings that the Product will achieve and we shall not accept liability for any related claims.

Force Majeure

We shall not be liable for any non-performance of our obligations as a result of circumstances beyond our reasonable control (including but not limited to War, Riot, Terrorism, Strike, Earthquake, Fire and Flood).

Right to transfer the Agreement and Third Parties

We can transfer our rights or obligations under this Agreement to any company, firm or person provided this does not affect your rights under this Agreement in a negative way.

However, this Agreement is personal to you. You may not transfer your rights or obligations to anyone else without our written consent (for example, by filling our the Moving Home? form), and no third party is entitled to benefit under this Agreement.

We can amend the terms of this Agreement at any time by providing you with written notice. We will put the changes on our website at www.moixa.com. We will let you know in writing if we make a change. If you are not happy with the change, you can cancel this contract by notifying us by emailing support@moixa.com.

Governing Law & Jurisdiction

These terms shall be governed and construed in all aspects in accordance with English Law and shall be subject to the exclusive jurisdiction of the Courts of England and Wales.



6.6 Remote Access, and Data Terms and Conditions

Moixa retains a right to monitor system performance remotely and electronically, for system maintenance, performance, and for software release upgrades or changes. This will typically be performed via a wifi connection, over customers broadband network, or by a separate user services agreement for data services and features.

The Product may be supplied as part of a pilot or other programme, sometimes in conjunction with a discount on price, or other agreement for pilot activities, which may include, i) battery capacity and uptime monitoring of unit, and network or export power state, within a geographic region, ii) analysis of data and use as part of aggregate profiling and improvement of software decision making, iii) use of data in an anonymized format as part of research papers, reports or presentations to third parties as per supplier business or obligations by funding providers or pilots.

Moixa will use such data internally for system monitoring and analysis activities, and will use reasonable endeavours to preserve security and confidentiality of this data and of its communication networks and databases.



6.7 Contact

For technical problems or inquiries regarding Moixa Smart Battery usage please contact your installation company in the first instance.

Further correspondence should be addressed to:

Moixa Technology Ltd,
One Fellmongers Path,
London SE1 3LY
United Kingdom

Company Site: www.moixa.com

Support / FAQs: <http://www.moixa.com/support/>

For customer support, the following information is required:

Product type

Serial Number

It is useful for us to know the following

Connected PV details

Inverter serial numbers (where fitted)

Technical Support: 0207 734 1511

Email: support@moixa.com

Moixa Technology Limited (reg number: 05631091) is a subsidiary company of Moixa Energy Holdings; a company registered in the UK, Number 04941671, registered office, Russel Square House, 10–12 Russel Square, London, WC1B5LF.





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