



For 2kWh  
& 3kWh  
units

# Moixa Smart Battery User Manual



# Welcome to your Moixa® Smart Battery This is your user manual

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

The Moixa Smart Battery is British invented and manufactured, and our customer support team is based in the UK.

Moixa partner with leading solar and battery installers, housing associations and utility companies to deliver the best experience for you.

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

**0207 734 1511**  
**support@moixa.com**  
**www.moixa.com**

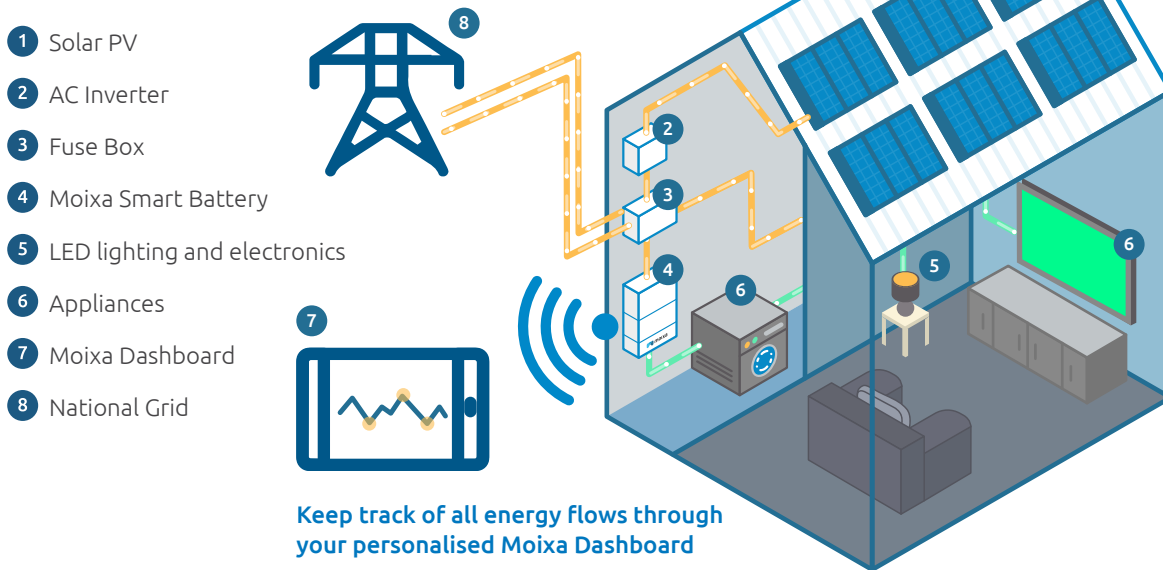
Correspondence should be addressed to:

**Moixa Technology Ltd,**  
**29-31 Saffron Hill,**  
**London, EC1N 8FH**

# How the Moixa Smart Battery fits into your life

## Smart energy for your home

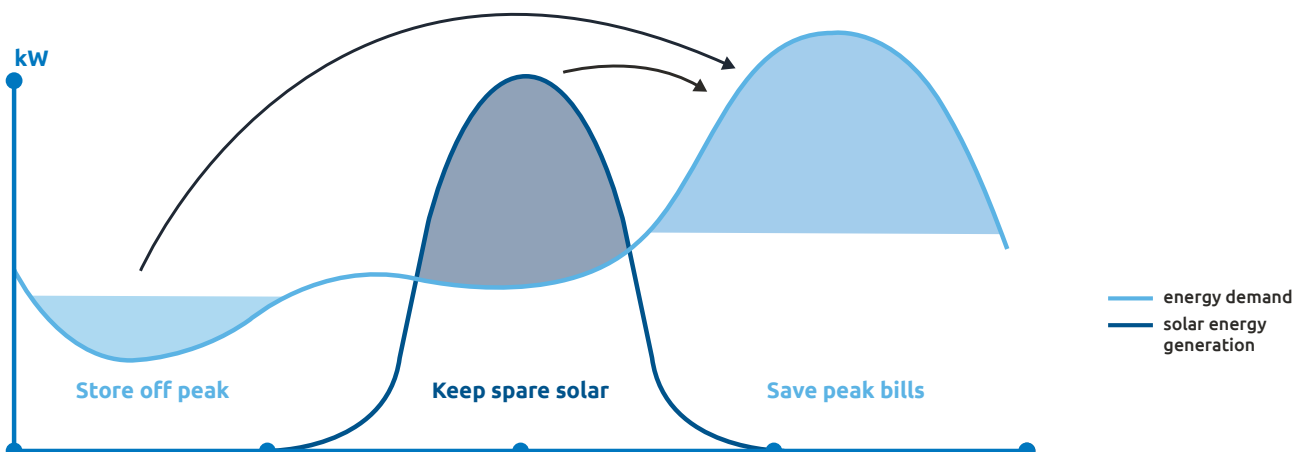
The Moixa Smart Battery is installed near your consumer unit (fuse box) and measures the energy coming from your solar panels, and being used in your home. Its built in technology knows when to store your energy and when to provide it.



## 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. Your Smart Battery can also store off-peak low-cost grid energy throughout the night for use the next day (when the grid energy is more expensive). If you have a special 'Time of Use' energy tariff, like Economy 7, your battery can deliver further savings. Contact us if you are on a special tariff so we can ensure your Smart Battery is giving you the best savings.

### Storing free solar energy and cheap off-peak energy



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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) V3/3kWh and V3C/3kWh only.

Please go to [www.moixa.com/support/](http://www.moixa.com/support/) for user manual information for other Moixa products.

## 1.2 Additional Information

This user manual can be downloaded from the product download section at:

[www.moixa.com/support/](http://www.moixa.com/support/)

# 2.0 Safety

## 2.1 Intended Usage

There are no user serviceable parts in your Moixa Smart Battery. Its purpose is to manage and utilise the energy stored in the lithium iron phosphate (LiFePO<sub>4</sub>) batteries within. Please do not use your Moixa Smart Battery 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 enquiries about the proper use of your Smart Battery, please contact Moixa Customer Support.

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

**0207 734 1511**  
**support@moixa.com**

## 2.2 Identifying your Product



Right side of unit  
(as viewed from front)

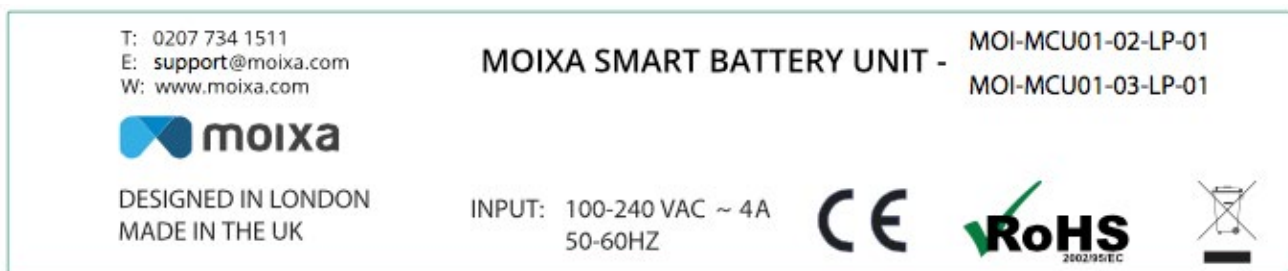
Front of unit

Left side of unit  
(as viewed from front)

### Type Label

At the top of the Moixa Smart Battery you will find the 'type' label. This label details your product version and basic specifications. You should familiarise yourself with the contents of this label.

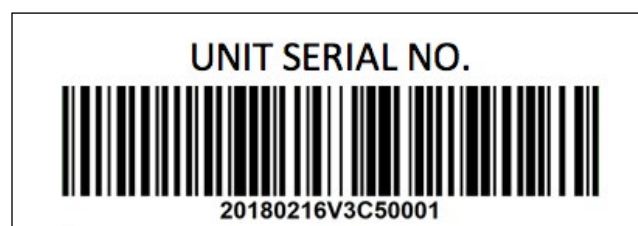
#### Type label example



### Unit ID

The 'Unit ID' label is as shown below (this label is to the left side, as viewed from the front of the Moixa Smart Battery case):

#### Unit ID example (Post October 2016)



## 2.3 Moixa Smart Battery Technical Specification 2 & 3kWh Models

Moixa integrated Smart Battery and power delivery system.



### Dimensions

H: 50.5 cm x W: 34.5 cm x D: 24.5 cm



### Weight

39.7 kg (2kWh Smart Battery) 48.7 kg (3kWh Smart Battery)



### Power

Mains connection AC 240V. Input nominal 750W max, output nominal 460W max.



### Battery

2 or 3kWh LiFePO4 battery unit comprising of 2 x non-user replaceable battery modules. 2 x 40Ah battery modules (2kWh system), 2 x 60Ah battery modules (3kWh system).

Typical battery life > 10,000 full charge cycles at <80% depth of discharge (20 years projected).

Batteries are rated at max 20A charge / discharge rate. Fully charged to 28.8V and discharged to 23.5V.



### Communications

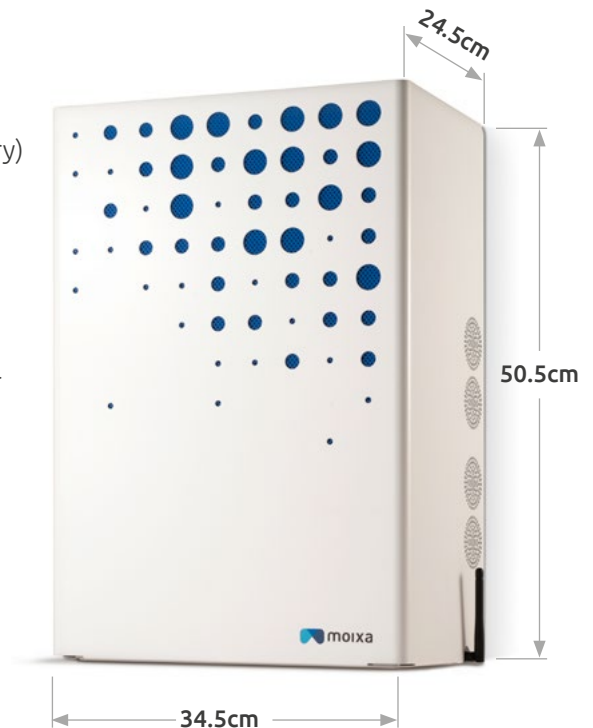
As standard with Ethernet port (external) for direct wiring or powerline (TP-Link) comms. Optional Wi-fi (external antenna).



### Protection & Compliance

All connections between DC power sources and sinks are protected with logic controlled fault detection circuitry that disconnects all power when activated. Protection is for over current, over voltage, and under voltage conditions. Earth fault protection is included in the operating software and will disconnect all power outputs when activated.

Designed to comply with FCC/EMC (EN301-489-1), ROHS, EN60950-1, Canada (ICES003) & Microinverter to G83/2. CE marked and compliant for sale in the EU.





## Warranty

**Standard Warranty:** 5 years unit, 10 years batteries at 70% of initially rated capacity.

**Extended GridShare Warranty:** For as long as the customer is a participant of the GridShare scheme the Moixa Smart Battery remains under warranty.



## Intellectual Property Rights

Patented and patents pending including (GB2476213, US201000076615, GB1221819.4).

## 2.4 Product Certification Protocol and Testing

Either an Electrical Installation Certificate or a current Electrical Installation Condition Certificate for the mains AC installation, is desirable to ensure that it complies with the latest relevant wiring standards. The extent of responsibility for the existing installation is ultimately a matter of judgement by the contractor. Issues that must be addressed include:

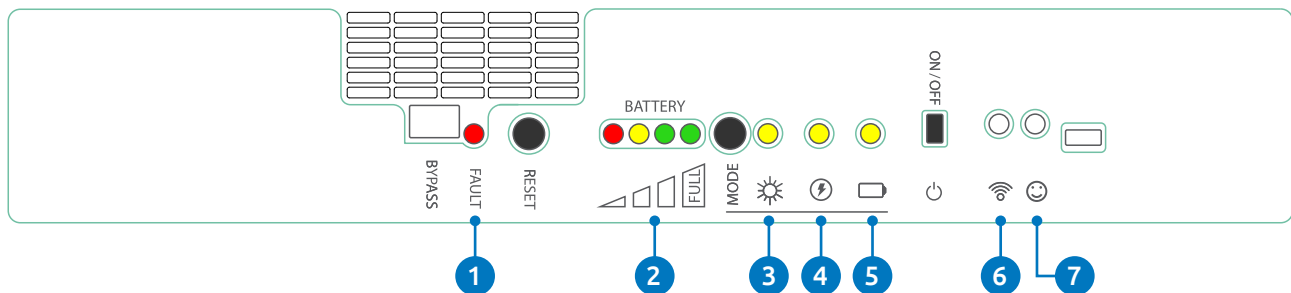
- All installed protection measures should be viable.
- Equipotential bonding and Main earth conductor should be present and correct.
- Anything immediately unsafe, noticed during initial survey or installation work, must be rectified or discussed with the customer to agree the required remedial work.
- If the customer does not agree to the remedial work, the contractor should refuse to carry out any new installation work.
- Any deviations from current regulations that do not pose an immediate safety concern should be noted and the customer informed as appropriate.
- Installation additions or alterations must be carried out to current wiring regulations.
- The extent and limitations of the new work must be clearly defined on the Electrical Installation Certificate.
- The installation should be left in as safe or safer condition as before the new work was performed.



## 3.0 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.

### 3.1 Battery Status Panel



- 1 Indicates a possible fault with the Moixa Smart Battery. If flashing, please contact Customer Support.
- 2 Indicates the level of charge. Flashing indicates charging up to that level.
- 3 Energy is coming from DC solar.
- 4 Energy is coming from AC mains. Flashing may indicate mains failure, so please contact Customer Support.
- 5 Energy is coming from the battery. Flashing indicates charging.
- 6 Your unit is online and connected to the internet.
- 7 Flashing indicates the Moixa Smart Battery is operating normally.

### 3.2 Resetting a System Fault

If the red FAULT light is on it indicates that the Moixa Smart Battery has detected a fault. Please call Customer 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.

### 3.3 Bypass Mode

If the Moixa Smart Battery is in fault (not providing power) then it can be temporarily placed in bypass mode. Please only do this after contacting Moixa Customer Support.

- 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.

### 3.4 Shutting Down and Restarting the Unit

Please note that the switch should be left in the ON position at all times. Do not shut down the unit unless a fault occurs and you have consulted Customer Support. If you have been advised to switch off your device please follow the below steps.

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 OFF.

Move switch to the OFF position to disconnect the Smart Battery, DC power and Mains input/output.

The Smart Battery’s connection to the online interface will be lost whilst the unit is shut down.

If you have been instructed to restart your battery, please wait for 1 minute and then switch it back into the ON position.

### 3.5 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 Wi-fi, 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 the Smart Battery with your home Wi-fi network, by specifying your home network name (or SSID) and Wi-fi password.

N.B. Please connect to the 2.4GHz Wi-fi 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.

#### Re-connecting the Smart Battery’s Wi-fi

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 to 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 Set. If you receive a message asking to Apply Settings, please select this option.

Your Moixa Smart Battery should now be connected to the internet. This will mean your Wi-fi enabled device (e.g laptop, smartphone) no longer needs to be connected and it will look like your device has lost its connection.

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 restart your unit by following the instructions in 3.4, then wait 5 minutes before trying again.

If you have set the SSID and password and received the 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.

If these steps do not work please raise a support ticket by sending an email to Moixa Customer Support:

[support@moixa.com](mailto:support@moixa.com)

# 4.0 Moixa Dashboard



## 4.1 Overview

Your Moixa Dashboard allows you to view all your home energy data through your personal online account. Your energy graphs and infographics will help you understand how much energy your home uses, how much solar production you are generating and how your Smart Battery is helping you to save money.

The following sections explain how to setup your online account and give you a walkthrough of your Moixa Dashboard features.

## 4.2 Password Setup

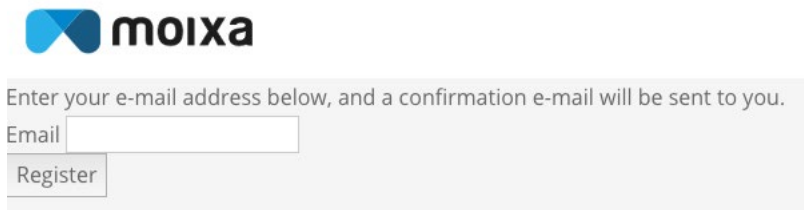
To be able to access live data from your Moixa Smart Battery you need to set up your personal Moixa account on our server by following these instructions.

1. Proceed to the following web address and follow the instructions:

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

Register a new account
Login via email

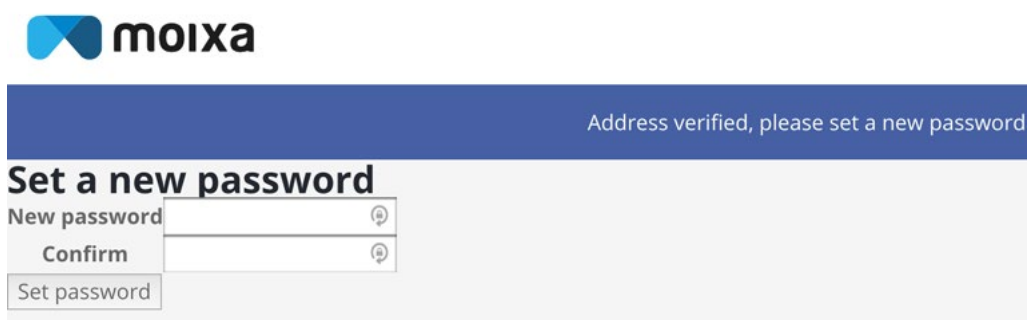
2. Click on **“Register a new account”** and you will see the following screen.



The screenshot shows the Moixa registration page. At the top left is the Moixa logo. Below it, the text reads: "Enter your e-mail address below, and a confirmation e-mail will be sent to you." There is an "Email" label followed by a text input field. Below the input field is 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 screenshot shows the Moixa password verification page. At the top left is the Moixa logo. A dark blue banner at the top right contains the text: "Address verified, please set a new password". Below the banner, the heading "Set a new password" is displayed. There are two input fields: "New password" and "Confirm", each with a password icon on the right. Below the input fields is a "Set password" button.

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.

### 4.3 Login

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>

### 4.4 Homepage

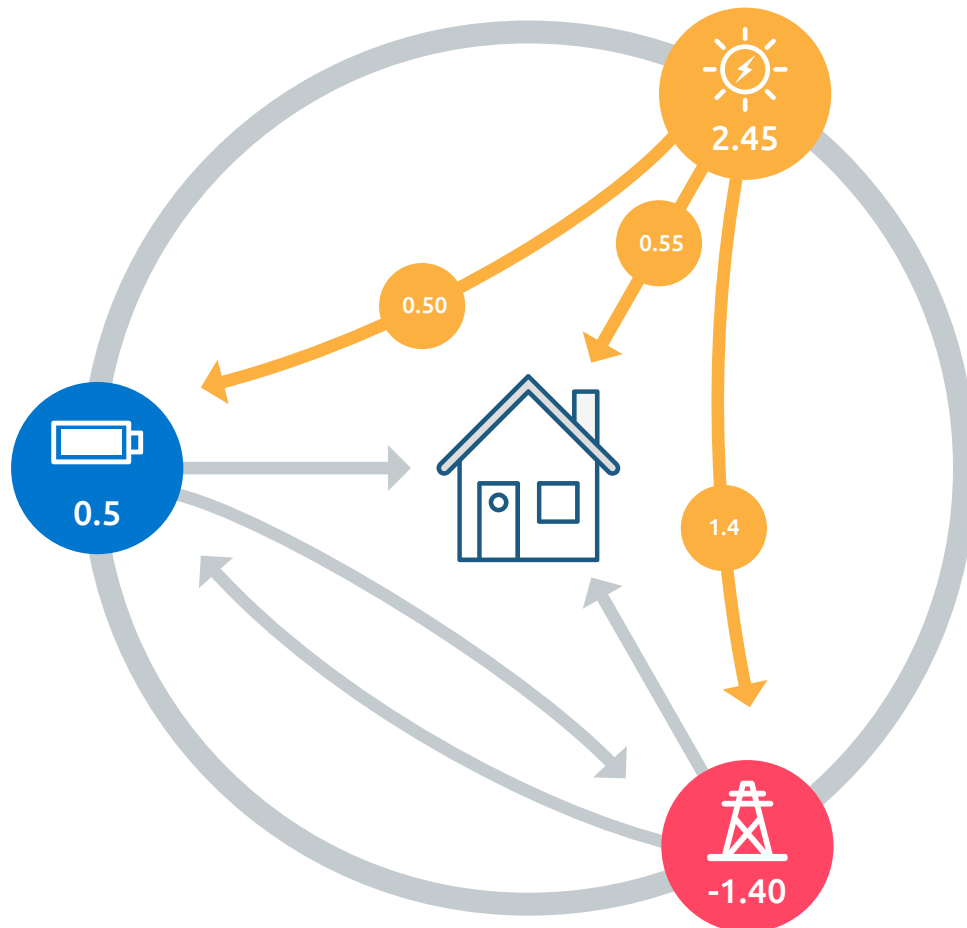
You can use a web browser or smartphone to check operational and performance information about the Moixa Smart Battery.

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

## 4.5 Live Power Flow

Live power flowing between your home, the grid, your solar panels and your Smart Battery can be seen from the circular graph shown on your homepage. This graph shows you live data about how your battery, your solar PV system and the grid are powering your home at that moment in time.

### Example of Live Power Flow:



The arrow going to your home shows free electricity that your home is directly using. The arrow going to your battery shows your solar panels sending free electricity to charge your battery. The arrow pointing at the grid shows any excess solar electricity being exported to the grid - this will happen if your home and battery cannot take any more solar electricity.



The arrow pointing at your home shows your battery giving electricity to your home - this is free electricity! The arrow from solar shows your solar panels charging up your battery - again this is free electricity for use later. The arrow pointing at the grid shows when your battery is sending electricity to the grid for GridShare events.



The arrow pointing at your home is the electricity your home is taking from the grid - you are paying for this electricity! The arrow pointing from solar shows any solar electricity you are exporting to the grid. The arrow pointing to your battery shows any electricity from the grid which charges your battery - this might happen if you are on Economy 7 tariff settings.

# 5.0 Service Terms

## 5.1 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 an open flame, sources of heat and do not 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, 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, disconnect your Smart Battery and contact Moixa Customer Support.
- ⚠ In the unlikely event the unit starts to leak and anyone is exposed to the liquid, seek immediate medical assistance, wash the affected areas thoroughly and induce vomiting if ingested. You must also turn the unit off from the mains and contact Customer Support.
- ⚠ 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, contact the emergency services and reach out to Moixa as soon as possible for assistance.
- ⚠ Do not break the security seal: the product warranty will be deemed invalid if the seal is broken.

## 5.2 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](http://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](http://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. any non-performance of the Product as a result of any subsequent works unauthorised by Moixa to the premises' electricity system;
  - v. damage caused by the non-observance of the User Manual; or
  - vi. 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

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 Privacy Policy set out at <http://www.moixa.com/terms/>.



## 5.3 Smart Battery End User Agreement

This 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 D250mm);
- a reliable domestic broadband connection;
- an up-to-date web browser to use the Moixa Customer Dashboard (Microsoft Edge, Chrome, Safari or Firefox); and
- a connection to your electrical supply.
- 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](http://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](http://gridshare.moixa-data.com) and notify us by sending an email to [support@moixa.com](mailto: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 Dashboard available via our web-based interface at [gridshare.moixa-data.com](http://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 email to [support@moixa.com](mailto:support@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.

### Customer Support

Moixa provides a customer support helpline: 0207 734 1511 (open 9.30am–6pm Mon-Fri excluding Bank Holidays) or you may send an email to [support@moixa.com](mailto: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 at [www.moixa.com/registration/](http://www.moixa.com/registration/). 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 the End Users of Moixa GridShare Partners) (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 or remit payment via Paypal. 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.

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.

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'.

#### Privacy Policy

Our Privacy Policy is set out at <http://www.moixa.com/terms/>.

#### 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 out 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](http://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.

## 5.4 Contact

For technical problems or enquiries regarding your Moixa Smart Battery please contact Moixa Customer Support.

Further correspondence should be addressed to:

**Moixa Technology Ltd, 29-31 Saffron Hill, London, EC1N 8FH**

Company Site: [www.moixa.com](http://www.moixa.com)

Support / FAQs: [www.moixa.com/support/](http://www.moixa.com/support/)

Customer Support: [support@moixa.com](mailto:support@moixa.com) or call **0207 734 1511**