FranklinWH App User Manual

Version 1.10.0

Applies to: aGate X (SKU: AGT-R1V1-US, AGT-R1V2-US)

Issued on: Aug 15, 2024

⚠ Please read this document carefully before installing or using the Franklin Home Power equipment. Failure to follow any instructions or warnings in this document may result in damage to the equipment, personal electric shock, severe injury, or even death.

Product Information

The Franklin Home Power (FHP) system is composed of aPower, aGate and other electrical components. This document applies only to the following products: aPower, aGate and the FranklinWH App.

FranklinWH Energy Storage Inc. (FranklinWH) reserves the right to make any improvements to the product, and the contents in this document shall be subject to updates without further notification.

All images and pictures provided in this Manual are only for demonstration purposes and may differ in detail from the product, based on the product version.

Feedback

If you have any questions or comments, please send us an email at: *service@franklinwh.com*

Disposal of Scrapped Products

Scrapped products (including their internal chemicals and electrical materials) should not be disposed of with household wastes. Please refer to your local laws and regulations regarding disposal.

CONTENTS

FranklinWH App Introduction

The FranklinWH App allows remote management of your Franklin Home Power (FHP) whole-home power management system at any time, from anywhere. You can set and choose personalized energy-saving strategies for your family and enjoy your life with the help of our special features.

> **NOTE**
>
> Local, physical settings always override app settings. Remote operation via the mobile application cannot be used as evidence of circuit safety, which must be checked and confirmed through on-site inspection. Not performing on-site inspection before work may lead to personal injury or even death.

To download the FranklinWH App, visit the App Store or Google Play:

The following operation applies to the FranklinWH App, Version. 1.10.0.

Login Page

Sign Up

You must sign up before using the FranklinWH App. Open the app and click **Sign Up** to reach the **Sign Up** screen. Input your information and then click **Sign Up** to complete the registration process. You need to agree to our **User Agreement and Privacy Policy** before using the app. After signing up, you need to bind your FHP equipment to your account with the assistance of your installation service provider. After the binding operation, you will be able to monitor and operate your FHP with the FranklinWH App.
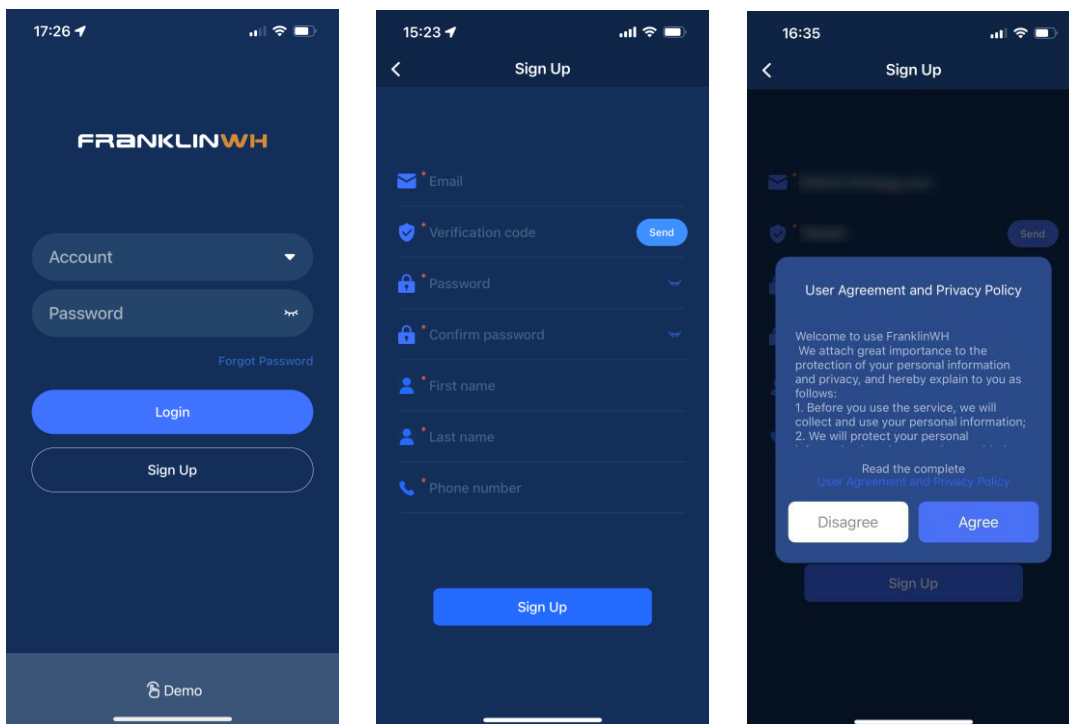
Demo

If you wish to see a demonstration system, rather than your own home's FHP performance, click **Demo,** then select **Homeowner** in the option box to view homeowner energy usage data.
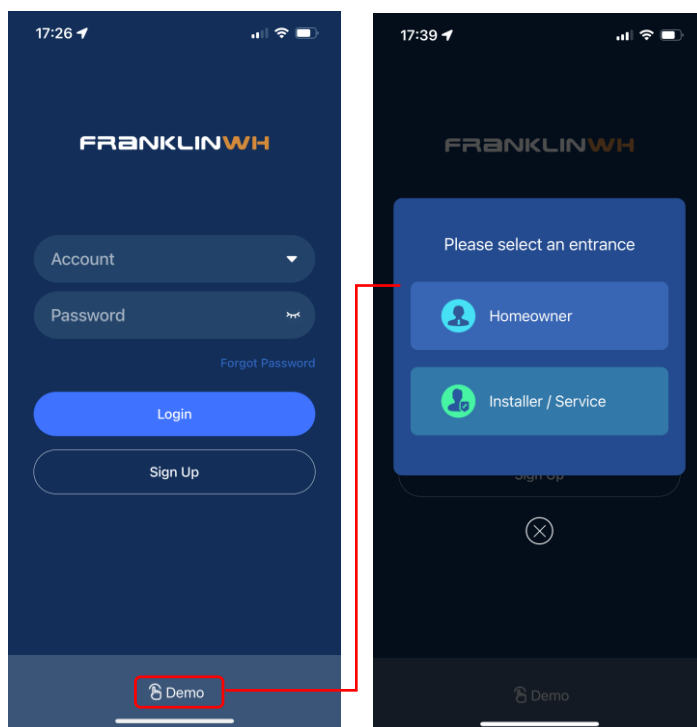
Home Screen

There are two versions of the app home screen, depending on how many aGates are installed in the FHP. Most homes will only have a single aGate, while some homes will have multiple aGates installed. Refer to the Home Screen section appropriate for your installation.

Single aGate bound to a household account

Home – Now

The home page of the FranklinWH App displays the real-time data of your FHP system under the **Now** option, where you can view the running status of various energy devices in your home.

Click the side menu in the upper left corner to access additional options

System energy flow chart shows the status of various power sources

aPower(s) current status and SOC

The estimated maximum period of time for which the aPower(s) reserved power will be able to support the current loads in backup mode, purely through battery power

Click the message icon to enter the notifications page

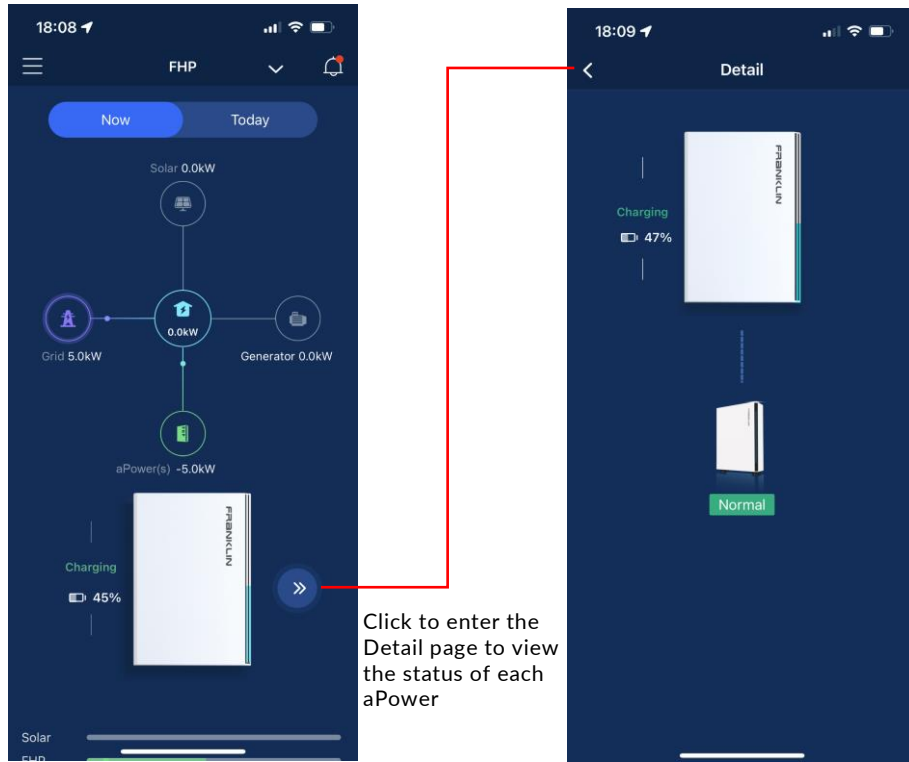Click here to switch to the **Today** option, which displays load, power and kWh data for various power sources

Shows the work hours and status of various energy sources. Each bar is displayed in color when the aPower(s), grid, generator and solar systems are active. Each gets darker as the power increases

Click to enter the Detail page to view the status of each aPower

	Icon	Meaning	Colored	Colorless	Positive value	Negative value
Power Flow interface		Family Load	Online	Offline	Power consumed by loads	-
		aPower(s)	Online	Offline	Discharging	Charging
		Solar	Running	Idle/Power meter failed	Solar power supply	-
		Grid	Running	Idle/Power meter failed	Grid power supply	Feed to grid
		Generator	Running	Idle/Power meter failed	Generator power supply	-

Home – Today

Click **Today** on the home screen to view the current day's electricity and energy consumption data for your home.

Click the side menu in the upper left corner to access additional options

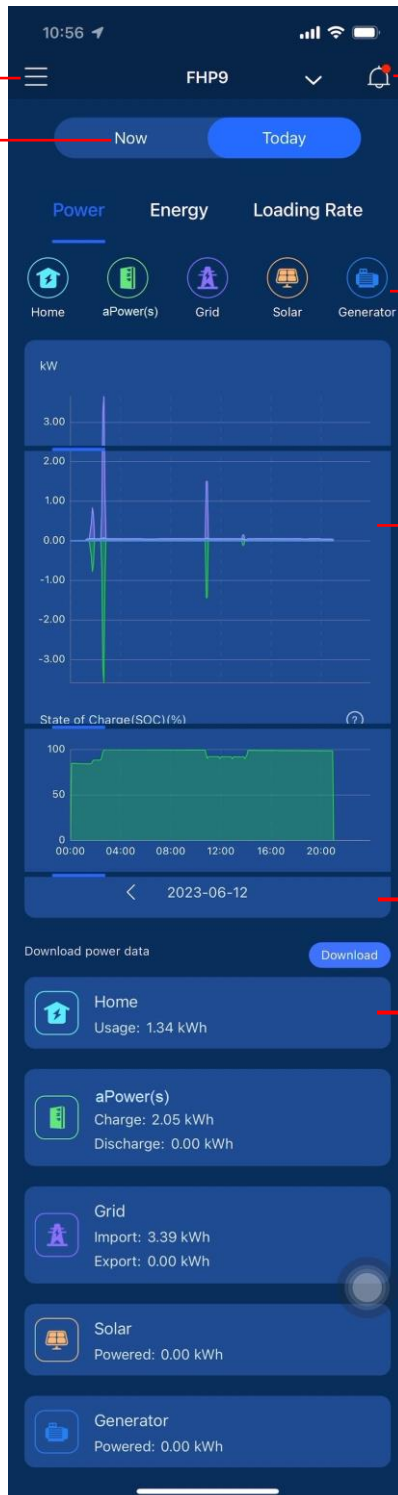Click **Now** to view the real-time data of FHP

Click the message icon to access the message and notifications page

Click the icons of **Home**, **aPower(s), Grid, Solar, and generator** to check the power curve diagram for the corresponding source

Power curve for the day

Click here to view the historical power use data
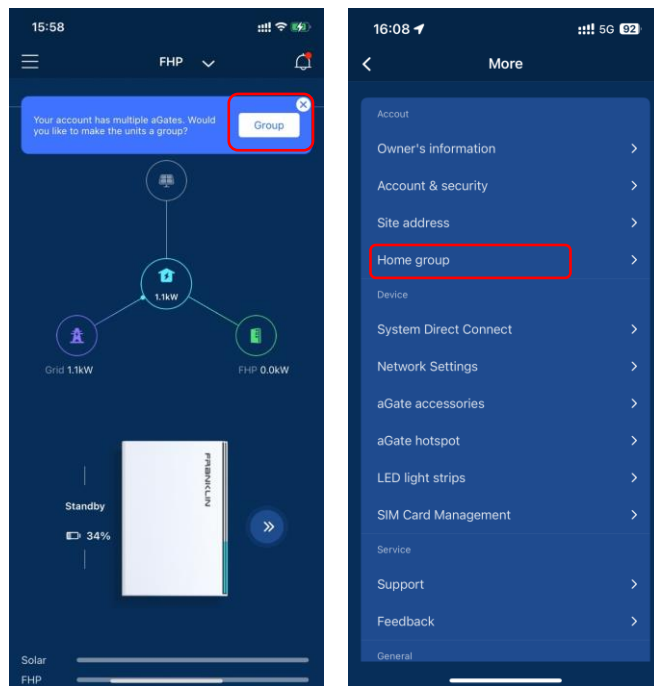
Power used by house loads

Multiple aGates bound to a household account

When multiple aGates are bound to the customer account, there will be a prompt box on the home page "Your account has multiple aGates, would you like to make the units a group?"
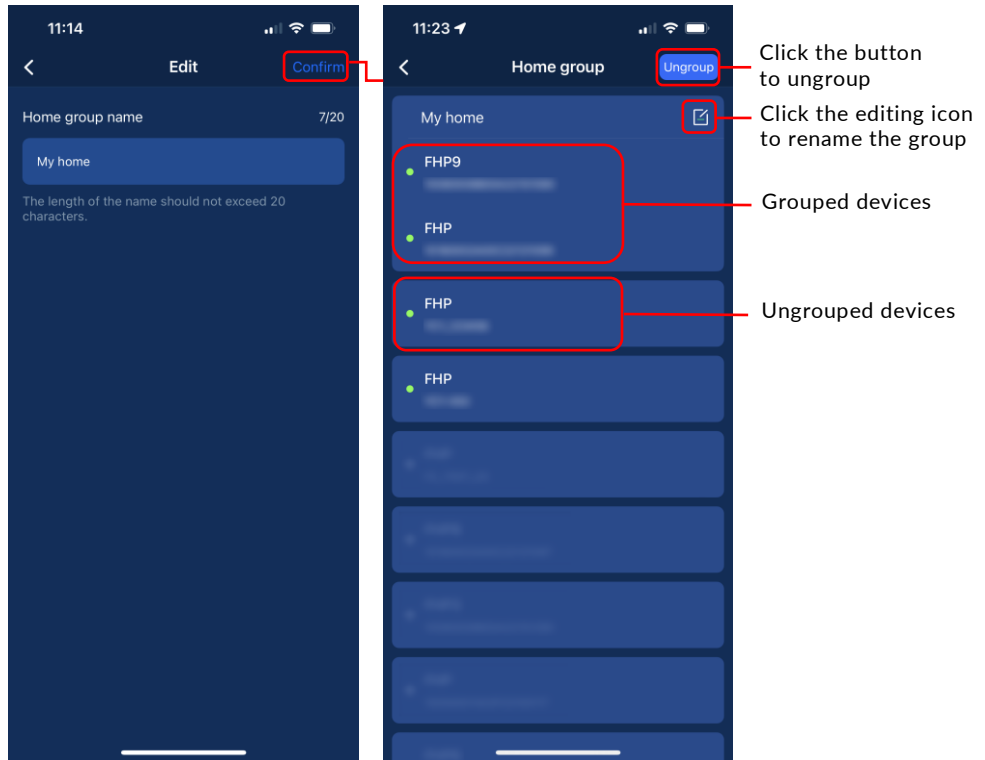
Click **Group** to access the **More** page. Select **Home Group** to view the aGate list under the user account (shown in the next page).


Click **Group** on the top right then, according to serial number of each aGate, select which devices you want to group. After finishing click **Submit** on the top right corner.
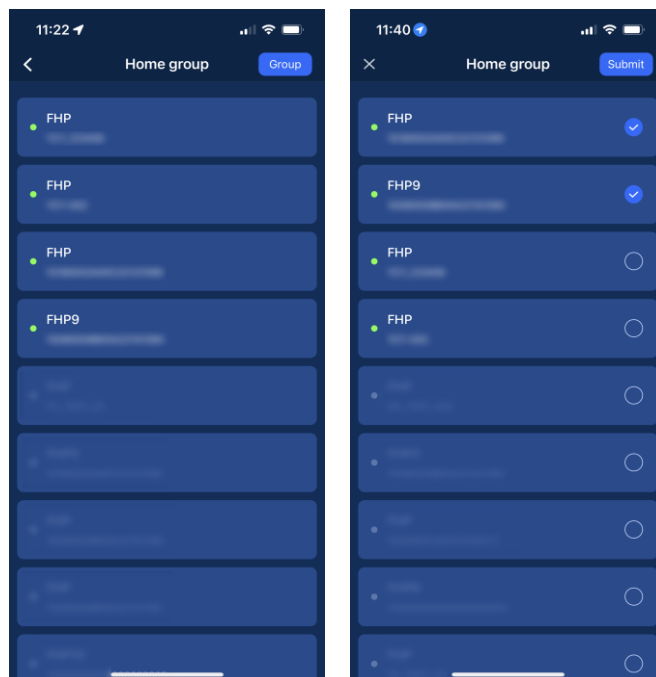
Enter a group name. The group name and information will be displayed on the Home Group page where you can rename the group or ungroup as needed.

Click the button to ungroup

Click the editing icon to rename the group

Grouped devices

Ungrouped devices

After grouping, click the return icon on the top left corner, you can view energy data of the systems within the home group on the home screen.

Name

SOC value

Status

FHP Power

Remaining backup time

Energy flow with multiple aGates grouped
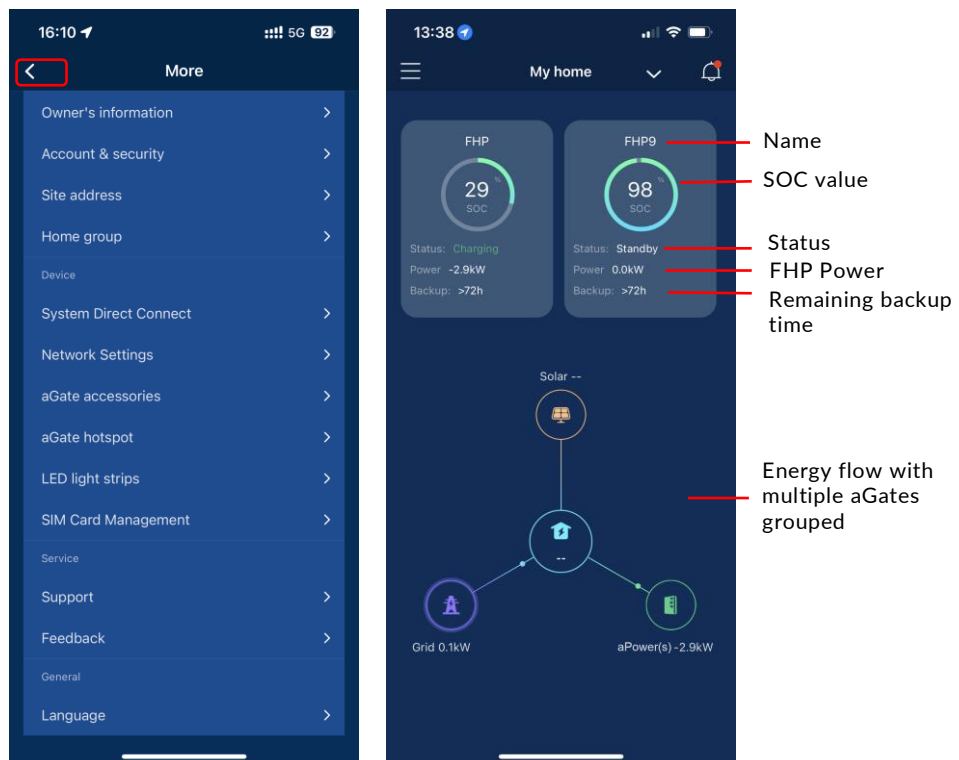
When multiple aGates are grouped, you can enter the home page of each aGate in two ways: 1) Click each aGate displayed in the box on the home screen to enter the respective home page; 2) Click **My Home**, then tap each name in the drop down menu to enter the respective aGate's home page.

Method 1

Click the box to enter the respective home page
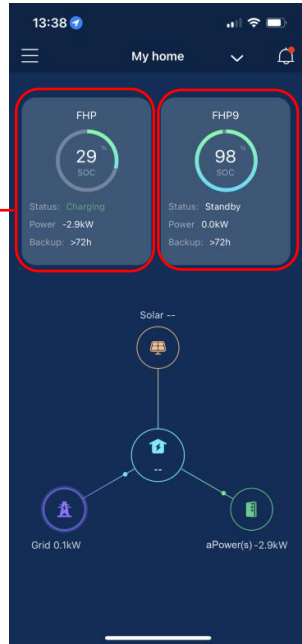
Method 2

Tap each name to enter the respective home page

Side Menu

Click the menu in the upper left corner of the home page to access multiple management options. **History**, **Mode**, **Smart Circuits**, **Go Off-Grid**, **Generator**, **Vehicle to Load** (for aGate SKU AGT-R1V2-US), **Backup State, Virtual Power Plant** and **More** will be described in the following sections.
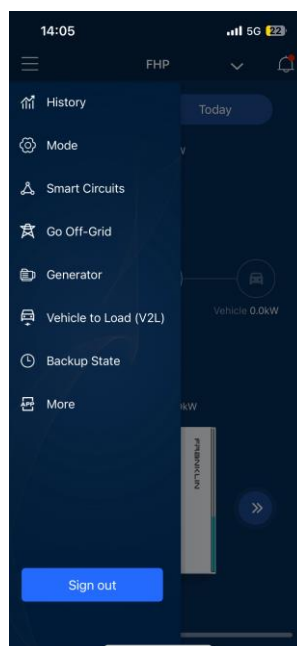
History

By clicking **History** on the left side menu, you can view the historical power use data and export as a statement.

Power

Click **Power** to view the daily power and SOC (State of Charge) data or jump to a specific day by selecting the desired date. By pressing and holding on the power or SOC curve, you can view the power or SOC data on the selected date. You may zoom in using two fingers to view details and statistics of the power consumption or SOC of the day.

Energy

Click **Energy** to view the power consumption data by several statistical methods. You can also jump to a specific week/month/year by selecting the desired date and can download to your local device all power consumption data in the selected period.
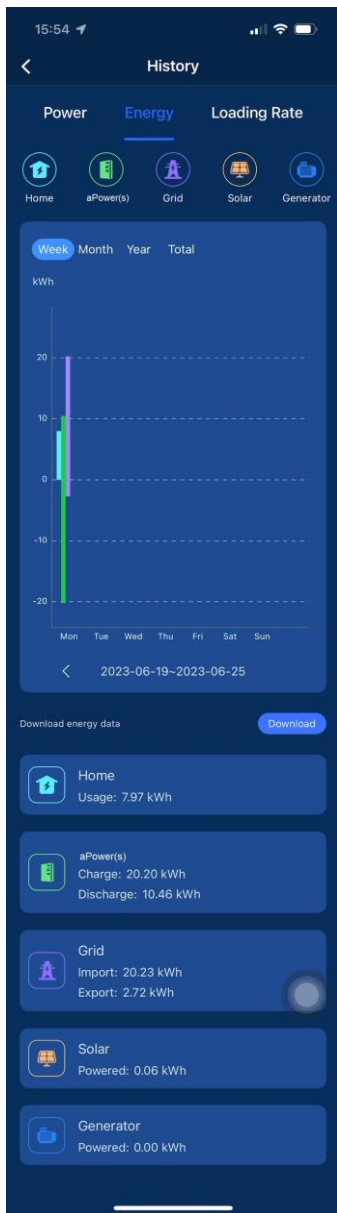
Loading Rate

Click **Loading Rate**. This panel shows energy consumption from solar, grid, aPower(s), and generator.
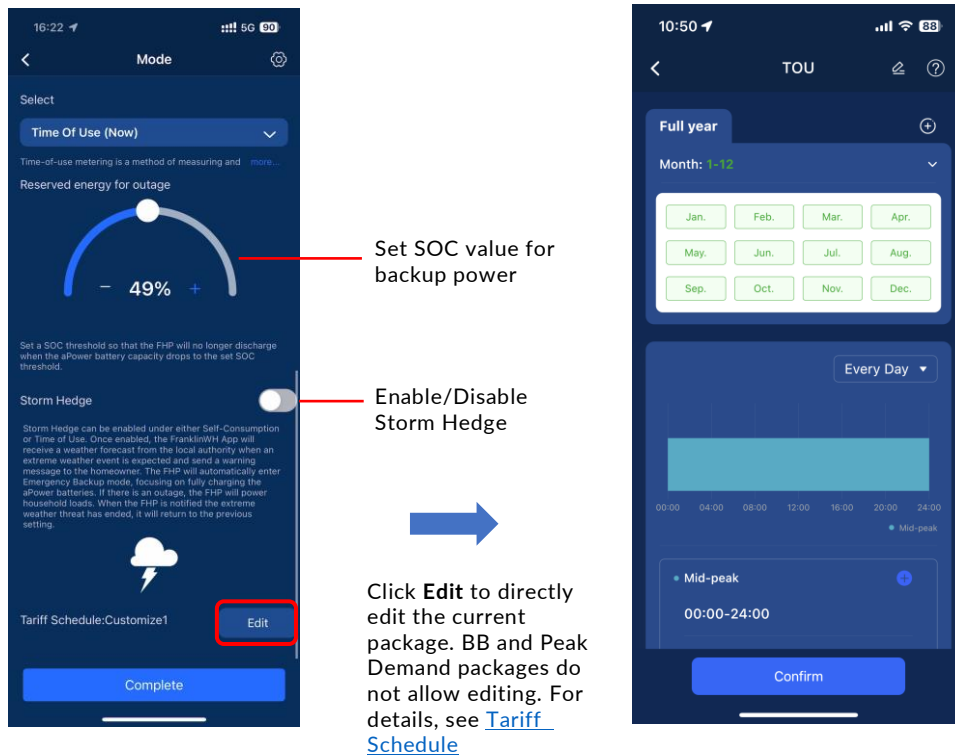

Mode

Click **Mode** to select a desired operating mode from Time of Use, Self-Consumption and Emergency Backup modes.

Note: The Self-Consumption option will appear in the mode selector only if you have PV installed and connected to the aGate.

Time of Use

If you choose the Time of Use mode, you may set the rate plan according to your own requirements.

Set SOC value for backup power

Enable/Disable Storm Hedge

Click **Edit** to directly edit the current package. BB and Peak Demand packages do not allow editing. For details, see Tariff Schedule

Self-Consumption

In Self-Consumption mode, the FHP stores the excess electricity generated by the solar system after powering the household loads in real-time. If the solar production is insufficient to power all the household loads, the FHP system will discharge as a supportive power source, thus reducing the amount of electricity imported from the grid. Home energy sources are prioritized as follows: Solar, Battery discharge, Grid import. For more information, click **more**.

If the SOC is set to 100%, the FHP system will charge to full power (aPower battery actual SOC value = 100%) from solar and then not discharge from the batteries. In the event of a grid failure, the FHP will power the household loads.

Set SOC value for backup power

Enable/Disable Storm Hedge feature
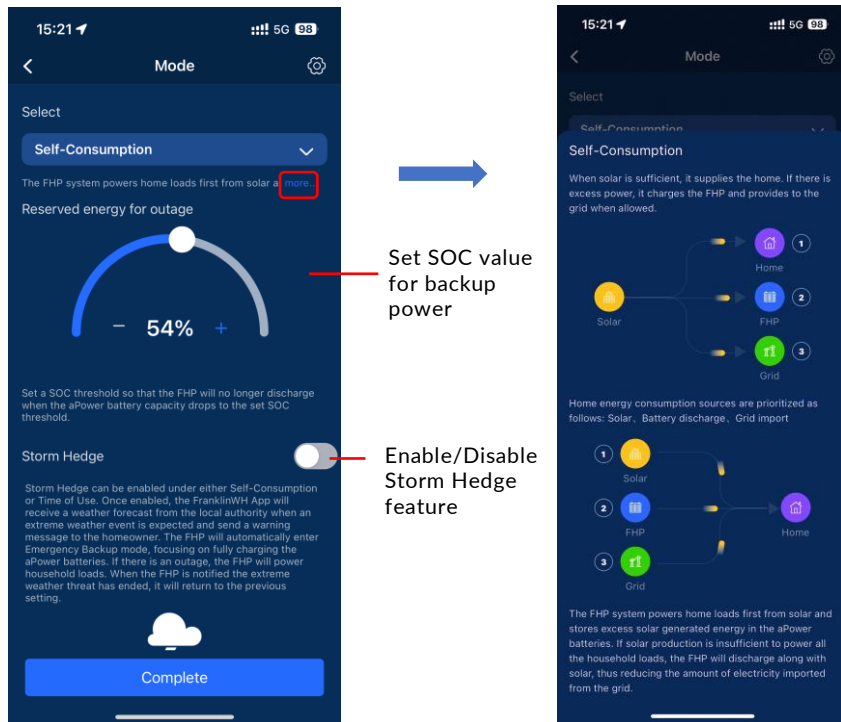
Emergency Backup

When the FHP operating mode is set to the Emergency Backup, the FHP system will prioritize charging the aPower battery to 100% State of Charge (SOC) from solar and the utility grid. The FHP will continue to power home loads from solar and the utility grid while keeping the batteries fully charged.

In the event of a grid failure, the aPower battery will automatically power the household loads. As soon as the grid is restored, the system will automatically return to charging the aPower battery. For more information, click **more**.
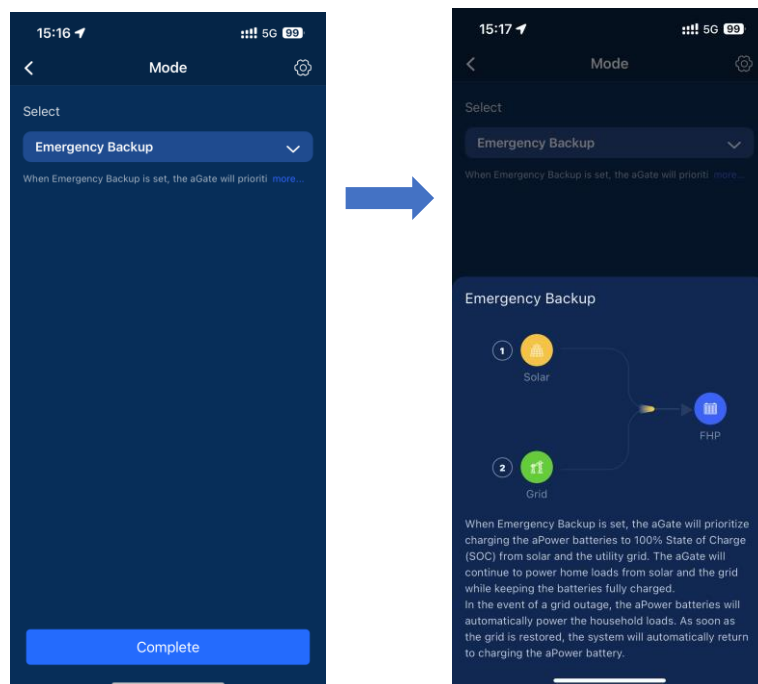
Storm Hedge

The Storm Hedge feature can be enabled under either Self-Consumption or Time of Use.

Once the feature is enabled, when an extreme climate event occurs, the FranklinWH App will receive a weather forecast from the National Weather Service, send a warning message via the app, and then the FHP system will automatically enter Emergency Backup mode, focusing on fully charging the aPower batteries. If there is an outage, the FHP will power household loads. When the extreme weather event has ended, the FHP will return to the previous setting.
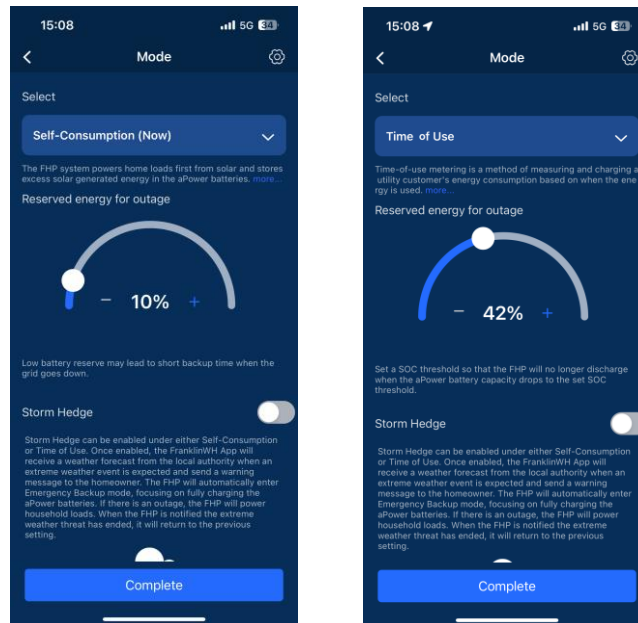
**Maintenance, Grid Profile, Tariff Schedule** and **Advanced**

Click the settings gear in the upper right corner to enable **Maintenance** mode or to check the **Grid Profile**, **Tariff Schedule** and **Advanced** settings.
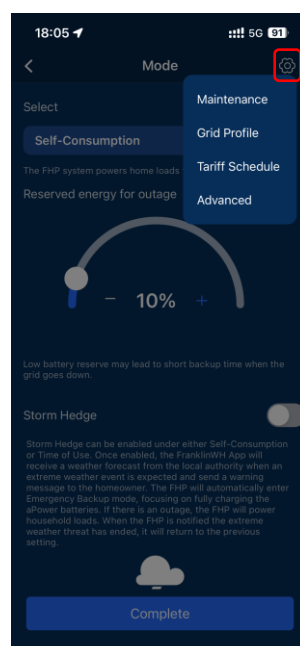
Click to expand the menu and browse the sections

Maintenance

Click **Maintenance** to enter the **Maintenance** page. When the FHP needs maintenance, you can enable **Maintenance** mode by verifying your identity via your email and password or verification code. Once this mode is enabled, the aPowers will immediately stop running. Solar and grid will continue to supply power to the home.
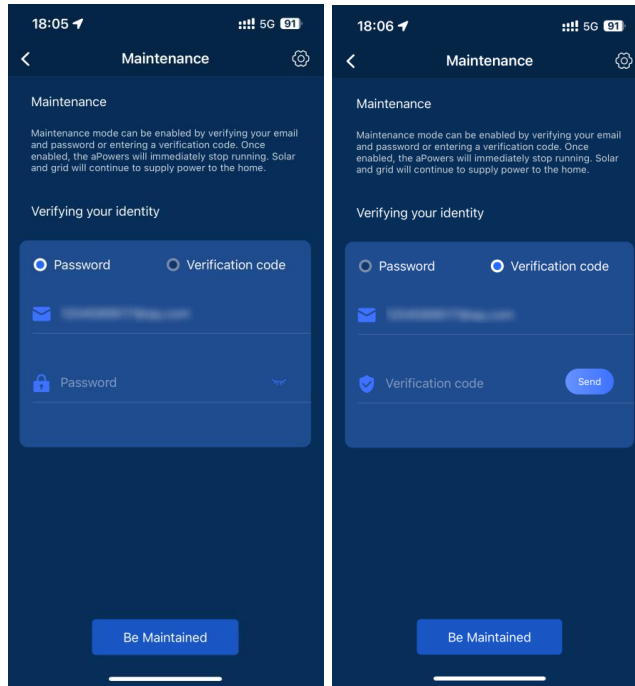
Grid Profile

Click **Grid Profile** to view grid parameters as needed, such as when requested by the utility company for inspection.
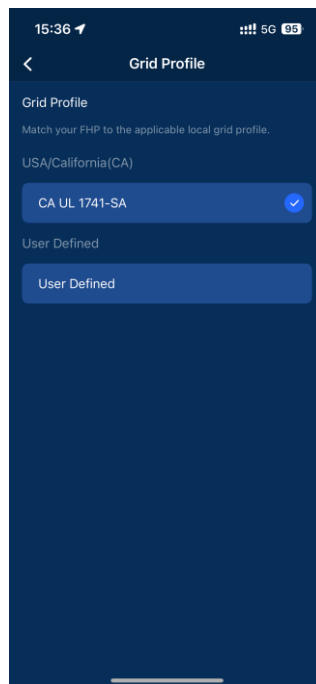
Tariff Schedule

Click **Tariff Schedule** to enter the **Tariff Schedule** page. This page allows you to set or change the current Tariff Schedule.


Click the drop-down box to select Country/State

Preview the details of the current package

- Click **Edit** to modify the parameters

- Click **Apply** to use the current package

Click **+ New** to customize a tariff schedule

Modify the parameters of the current package

You can choose the Tariff Type according to your own needs.

- Time of use: FranklinWH system operates energy scheduling based on your tariff schedule to reduce your electricity bill.

- Tiered: Runs the energy schedule according to your tiered tariff.

- Fixed: Runs the energy schedule according to your fixed tariff.

- Battery Bonus: Runs the energy schedule according to your battery bonus tariff.

- Peak Demand Package: Runs the energy schedule according to your peak demand tariff.
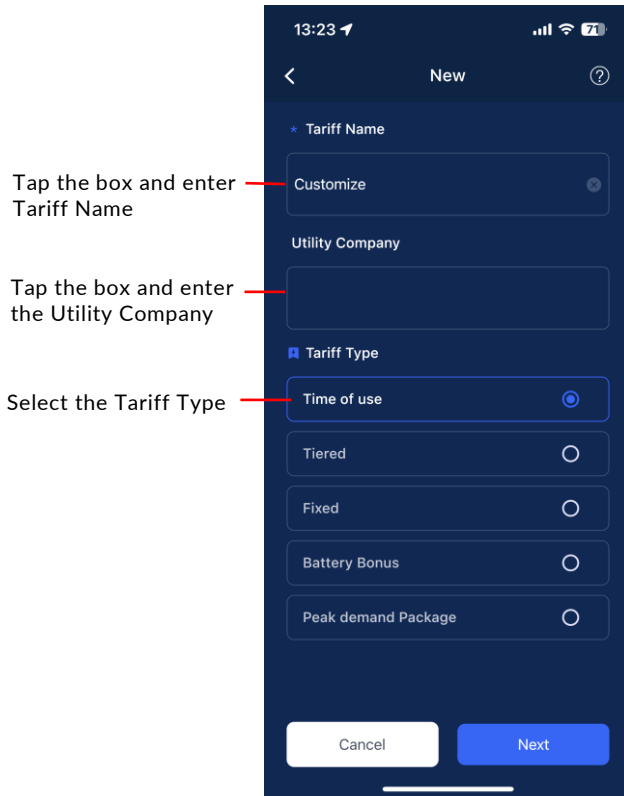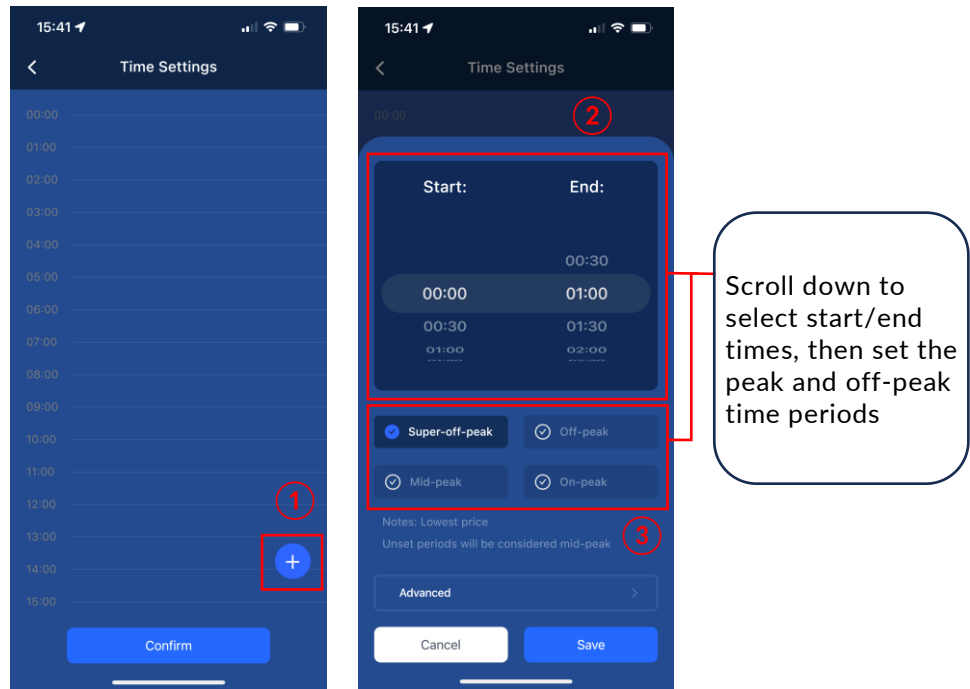
Time of use

1. Select **Time of Use Tariff** and the customized schedule page is displayed.
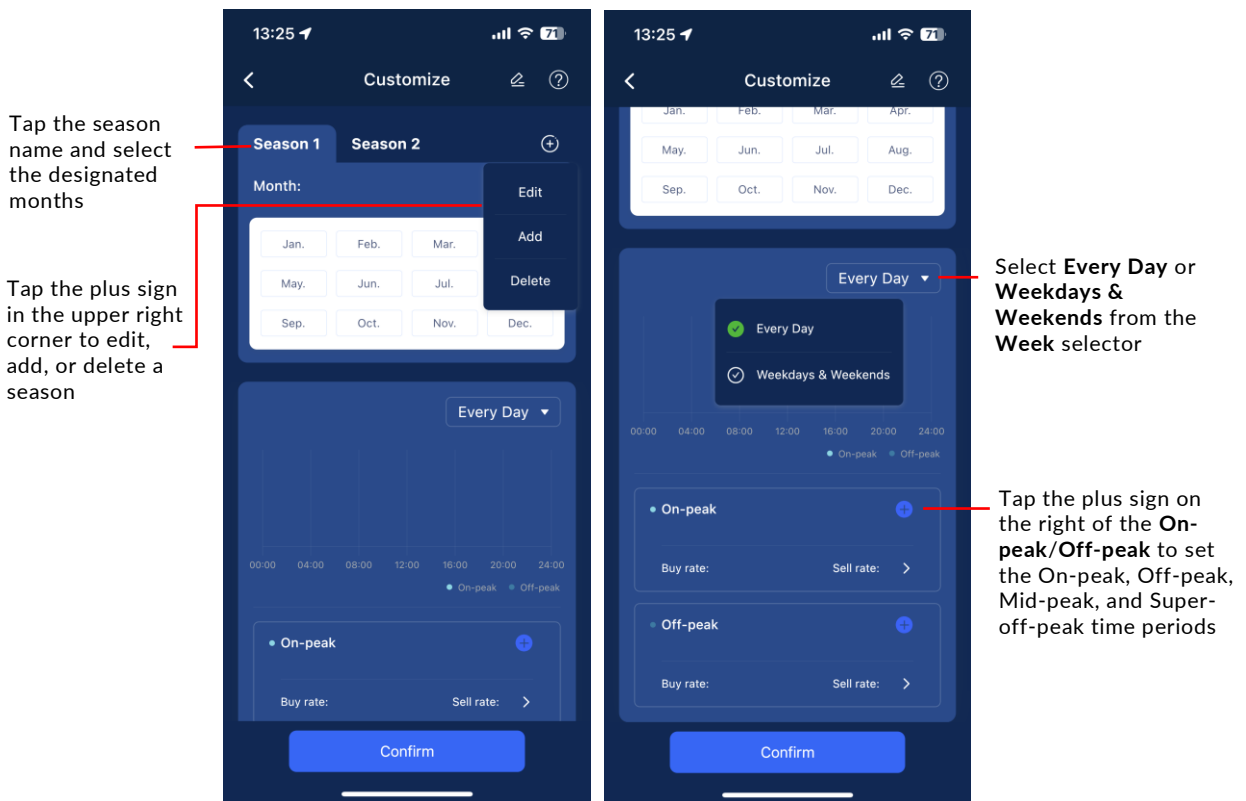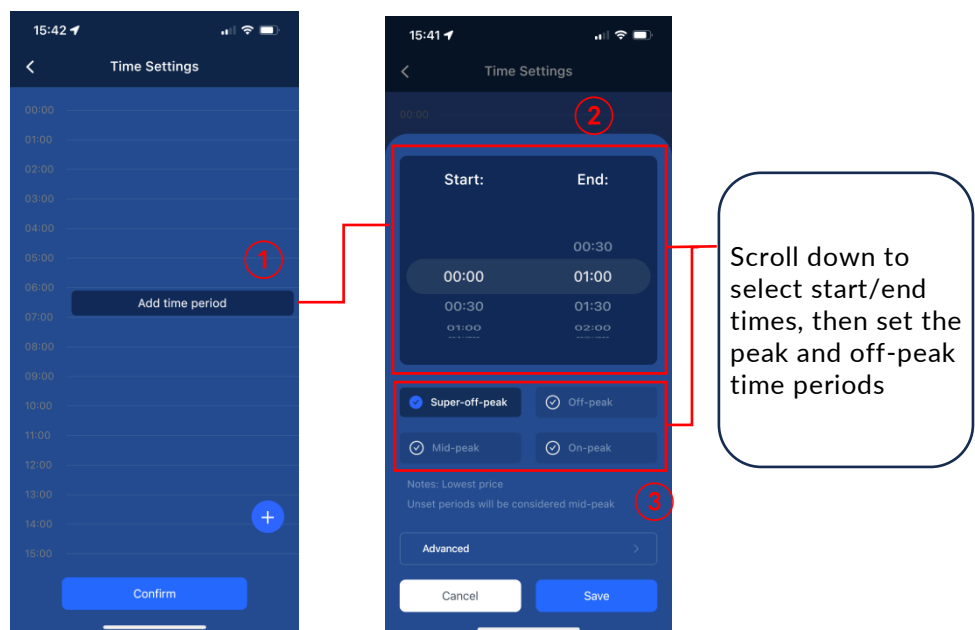
2. Customize time Settings.

- Super-off-peak: Lowest price period.

- Off-peak: Lower price period.

- Mid-peak: Moderate price period.

- On-peak: High price period.

Method 1: Tap the plus sign to configure time periods.

Method 2: An "Add time period" pop-up will prompt when tapping the time row, tap the prompt window to configure time periods.

3. When time settings are complete, tap **Advanced** to enter the advanced settings page if needed. Recommended configuration for advanced settings is selected by default. Tap **Customize** to configure the system.

Reserved battery

For example, if the battery reserve is set to 50%, the battery will not discharge when the battery capacity drops below 50%.

Max grid import

The FranklinWH PCS algorithm can adjust the aPower charge/discharge power to prevent grid import from exceeding the Max grid import value.

Grid charge

If it's allowed to charge the battery from the grid, this slider can be enabled. Set the maximum grid charge power based on the utility requirements and site conditions.

If the **Grid charge** feature is disabled, the aPower battery will never charge from the grid.


Select options based on your needs
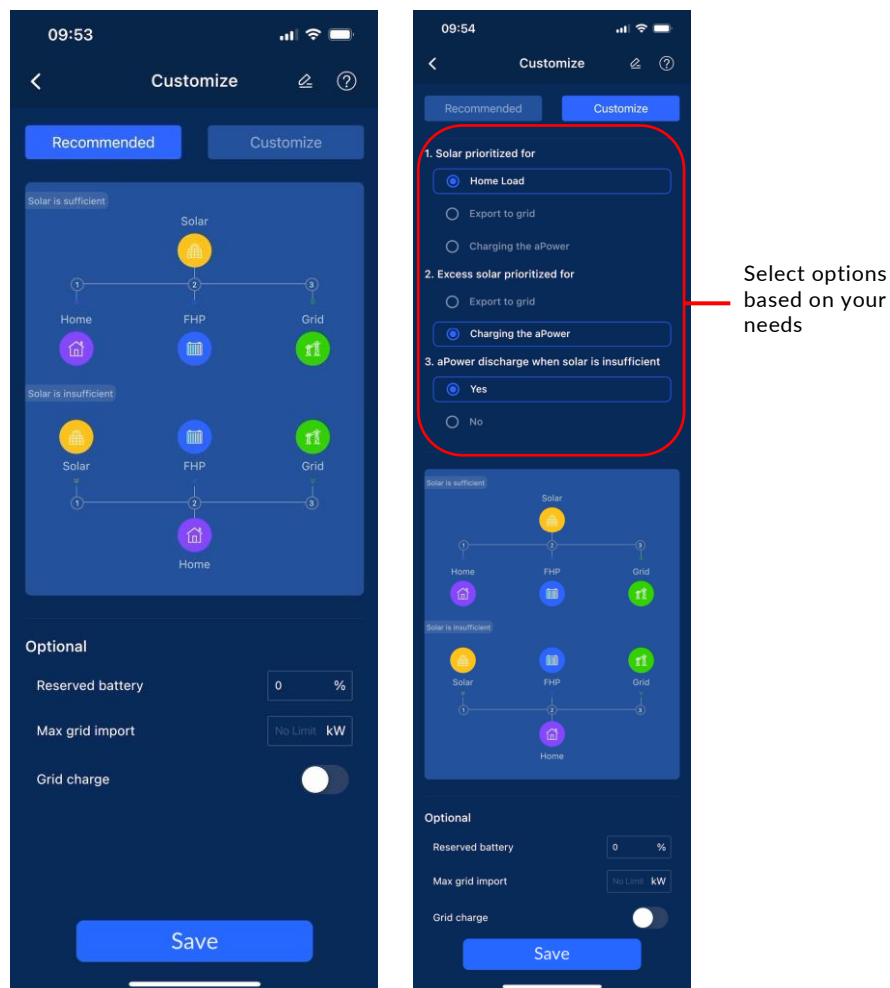
After the configuration is complete, tap **Save** at the bottom.

4. Return to the **Time Settings** page. You can re-configure the settings by tapping the added time period. Long press the added time period to activate gesture control. Long-press & drag to set the added time period or drag the dot to change the time boundary.

Tap **Confirm** to save the configuration after the time period is set. The unselected time periods will be set to Mid-peak by default.
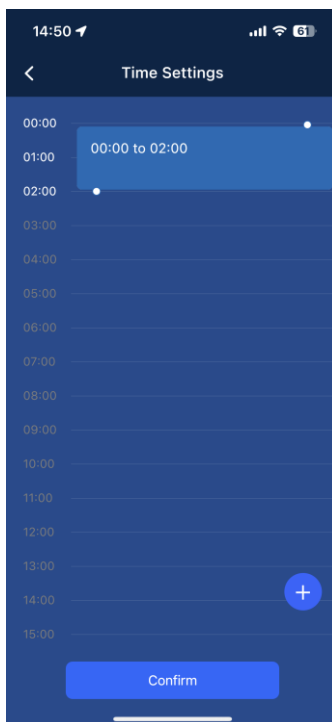
5. Enter the electricity price for each period, tap **Confirm** to complete the settings.
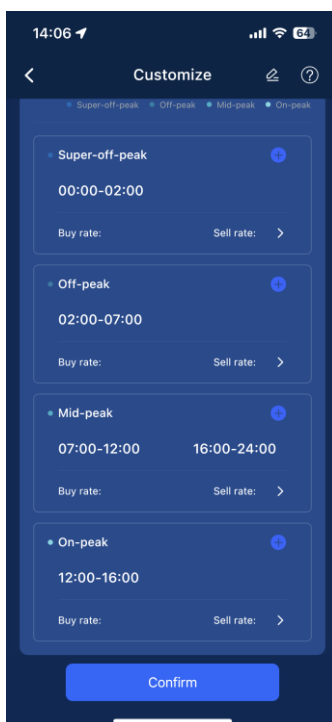
6. Return to the **Tariff Schedule** page, and the customized Tarriff is automatically added to the template library.
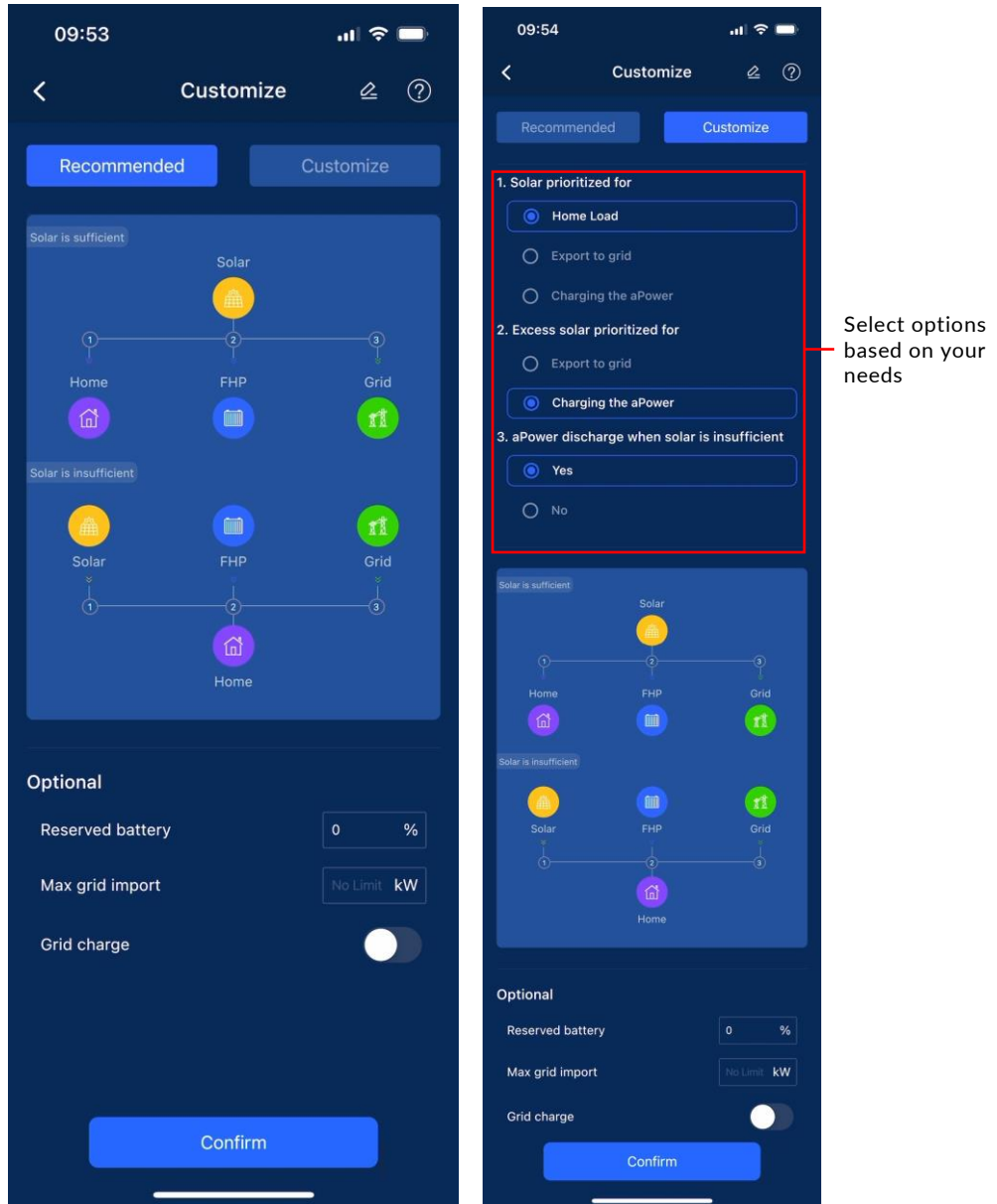
Tiered Tariff & Fixed Tariff

1. Select **Tiered Tariff** or **Fixed Tariff** and the advanced settings page is displayed.

   ● The recommended configuration is selected by default.

   ● Click **Customize** to configure the system based on your needs.

Select options based on your needs

2. After the advanced settings are saved, return to the **Tariff Schedule** page, and
   the customized Tarriff is automatically added to the template library.

Battery Bonus Package & Peak Demand

Customization is not currently supported. If necessary, please contact
FranklinWH for customization.

Advanced

Click **Advanced** and turn on **Charge from grid after outage**. When the SOC of the aPowers is lower than the reserved SOC, the solar energy is insufficient, and the grid can be used for power supply. Until the SOC of aPower reaches the set reserved SOC.
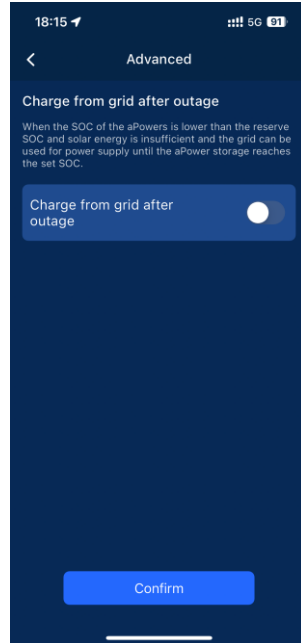
Smart Circuits

Click **Smart Circuits** to access the Smart Circuits settings page. If the switch is highlighted, it indicates that the corresponding circuit is operating. If the switch is dark, it indicates that the circuit is disabled. Click the button for the corresponding load module to enable or disable a circuit, then click to set the dedicated power plan for that circuit.
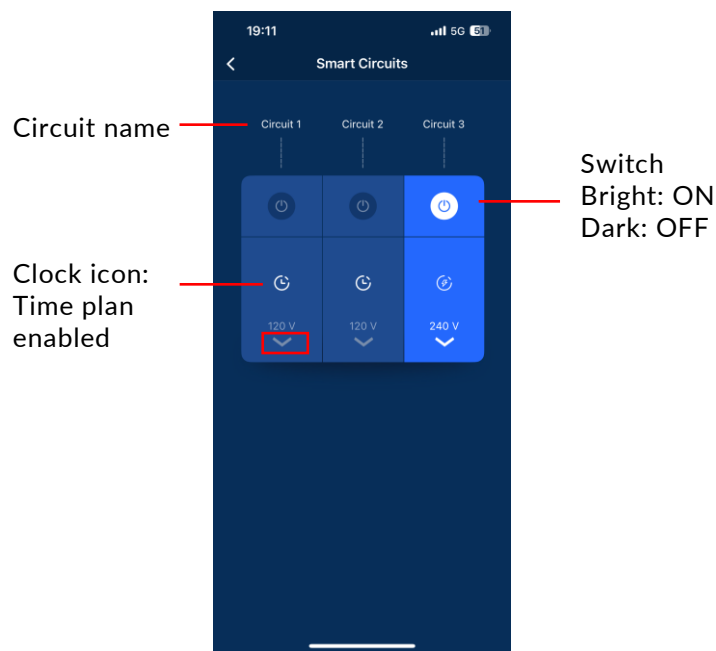
Click on the circuit box to customize a power supply plan for each specific circuit.

SOC Threshold

When the aPower battery capacity drops to the set SOC Threshold, the Smart Circuits will be automatically disconnected to reduce power consumption.

Quantitative schedule

Only Smart Circuit 3 supports quantitative schedule settings. You can set the pre-charge amount and start time to be used for charging an electric vehicle (EV).

Timing schedule

You can set the cycle interval, the next execution time and the execution time, so that the system works intelligently to meet your power consumption requirements.
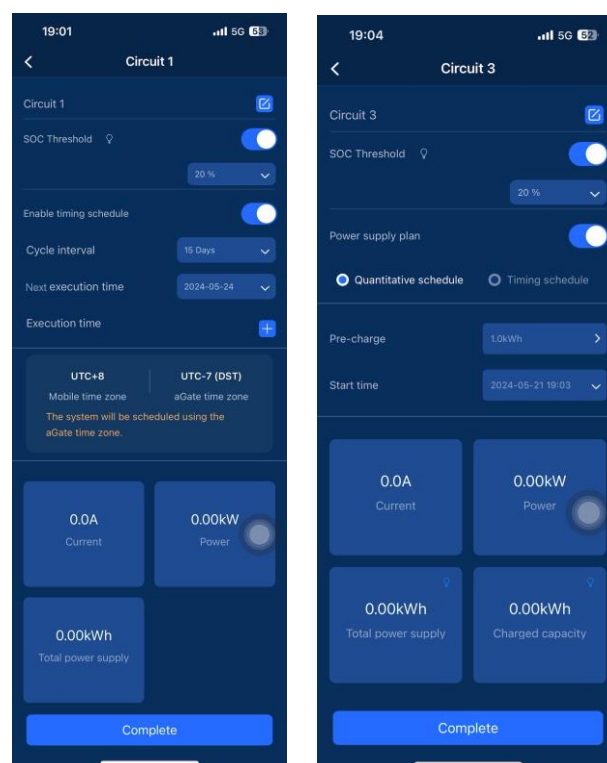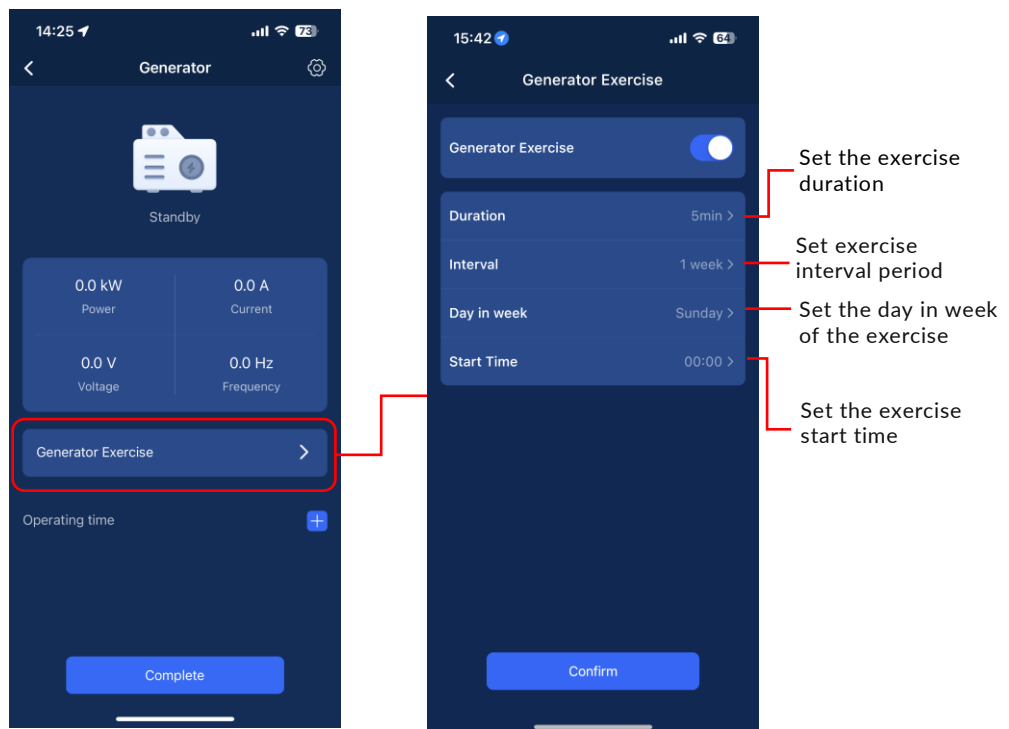

Go Off-Grid

Click **Go Off-Grid** and connect the FHP hotspot to disconnect your home from your local electric grid. Click **Reconnect to Grid** and the FHP reconnects your home to your local electric grid.
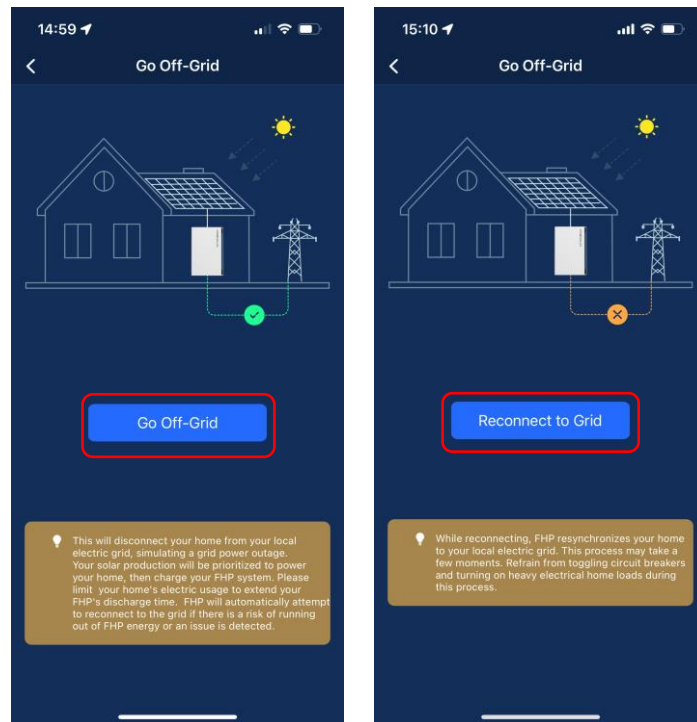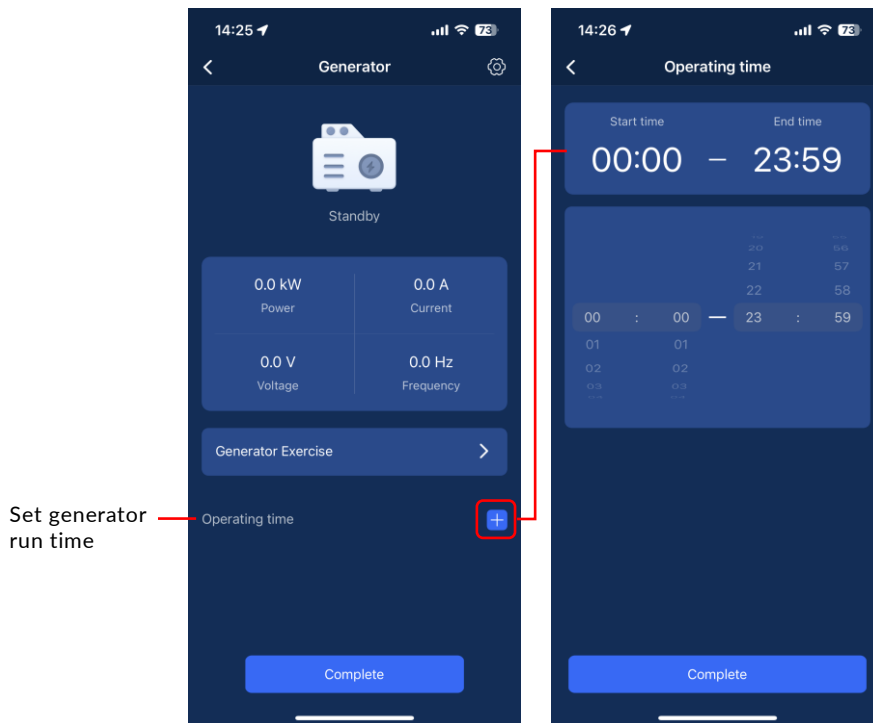
Generator

Click **Generator** to view and manage the generator settings.

Click **Generator exercise** to enter the setting page. In this page, turn on **Generator exercise** slider to enable the setting parameters.


Set the exercise duration

Set exercise interval period

Set the day in week of the exercise

Set the exercise start time

You can also set the generator run time by tapping the plus sign in the bottom right corner.


Set generator run time

Click the setting gear in the top right corner to enter the **Generator Setting** page. In this page, you can enable the settings **Start control type**, **Operation mode**, **Generator model**, and **SOC low limit** and **SOC upper limit**. You can click **Generator Wiring Instructions** to check if the wiring is correct.

Note that **Generator rated power, Best power duty** and **Alarm delay after starting fails** are set from the installer interface and are only displayed on this page.
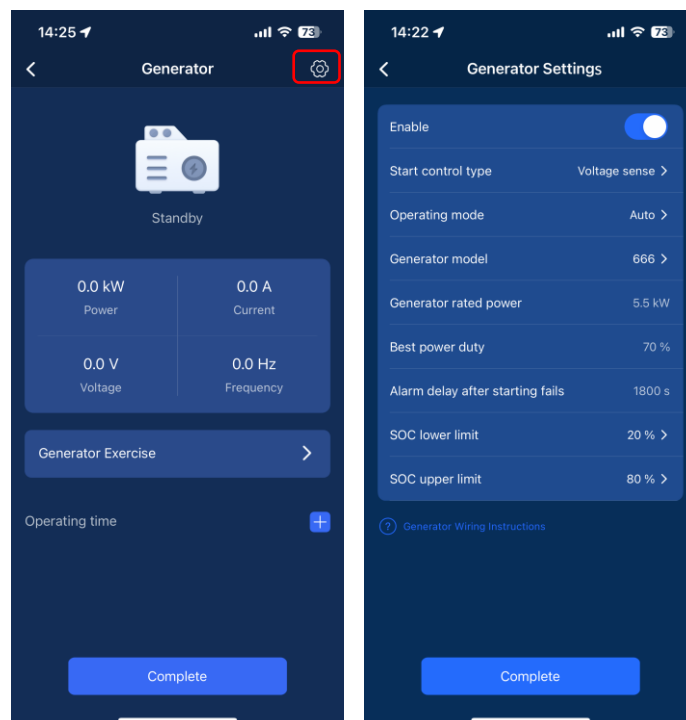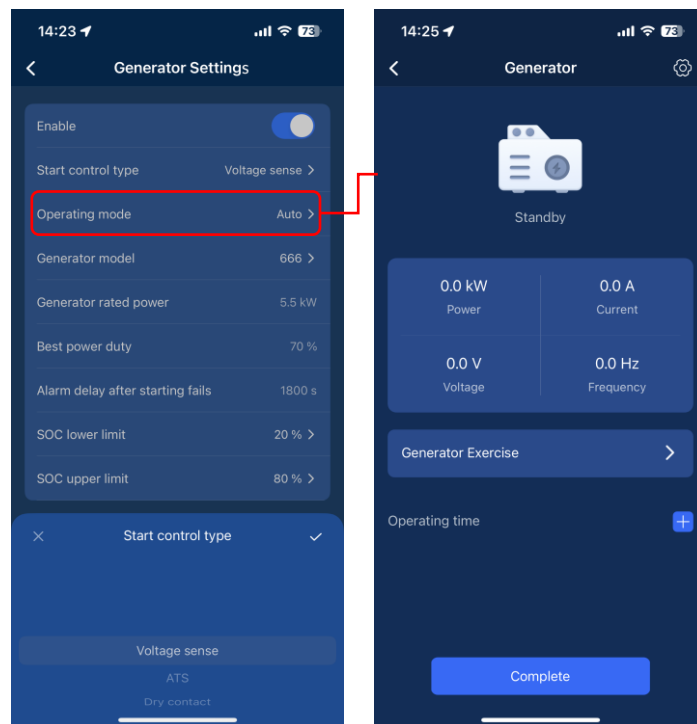
Click **Start control type**, then select a control type from the option box. There are three options, Voltage sense, ATS, and Dry contact.
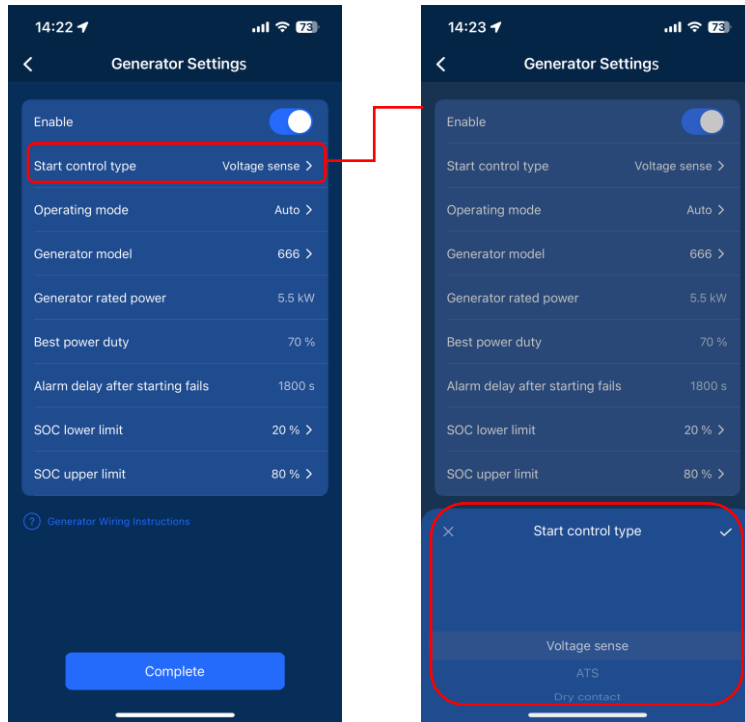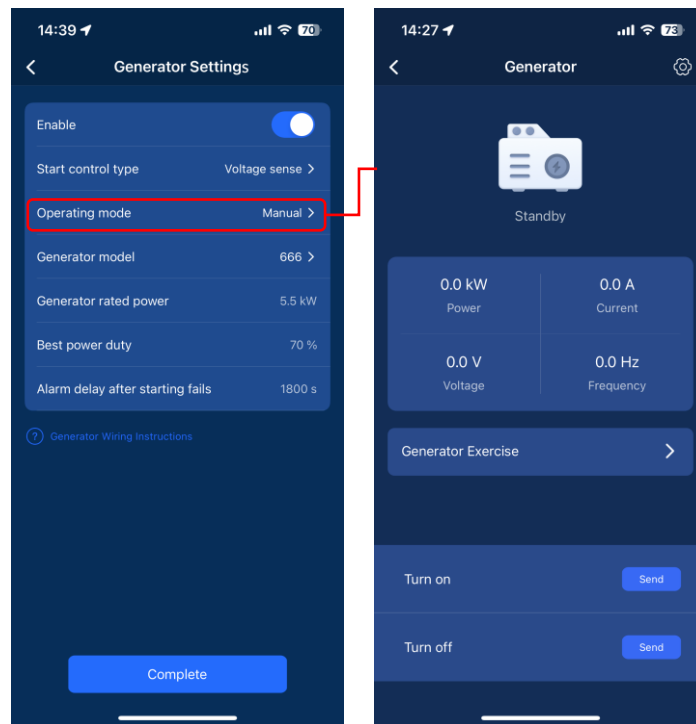

Click **Operating mode**, then select either Auto or Manual.

- Auto: The generator will run in accordance with the set time periods or the SOC lower and upper limit values.

- Manual: Customers may manually start or stop the generator.

Vehicle to Load

Vehicle to load (V2L) is a feature on some EVs that lets them use their stored energy to power external devices, such as electrical power tools and a variety of consumer devices.

Typically, EVs do not use a significant portion of their battery's capacity in day-to-day travel. V2L technology lets consumers get more from a vehicle, even when it is turned off, improving consumer value. If this feature needs to be enabled, follow these steps:

 *Note: This feature is supported for aGate SKU AGT-R1V2-US.*

Select **Vehicle to Load** > **Disable** for V2L configuration.

Enable: You can enable/disable the V2L feature. Enable if vehicle is connected to the aGate generator input terminals.
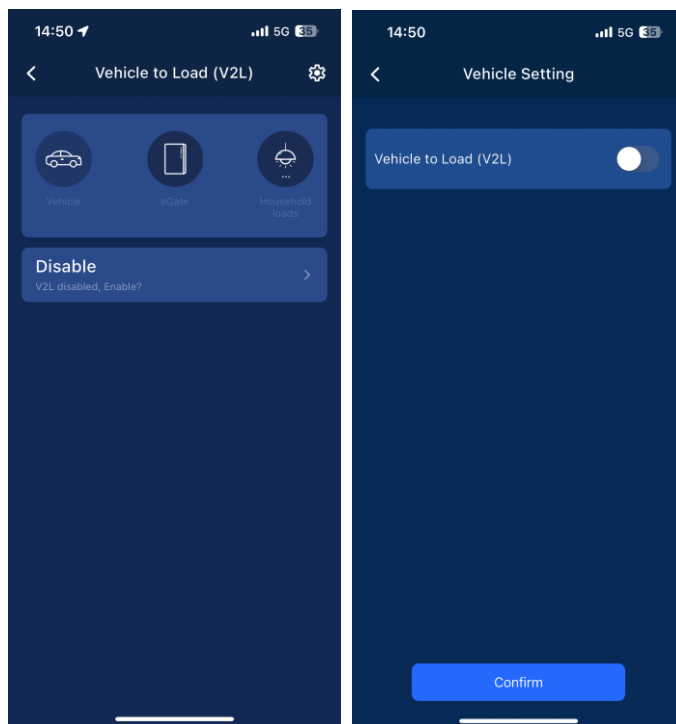
Auto monitoring: Enable to set the **Vehicle output rated power** based on the site conditions, so as to activate the overcurrent protection.
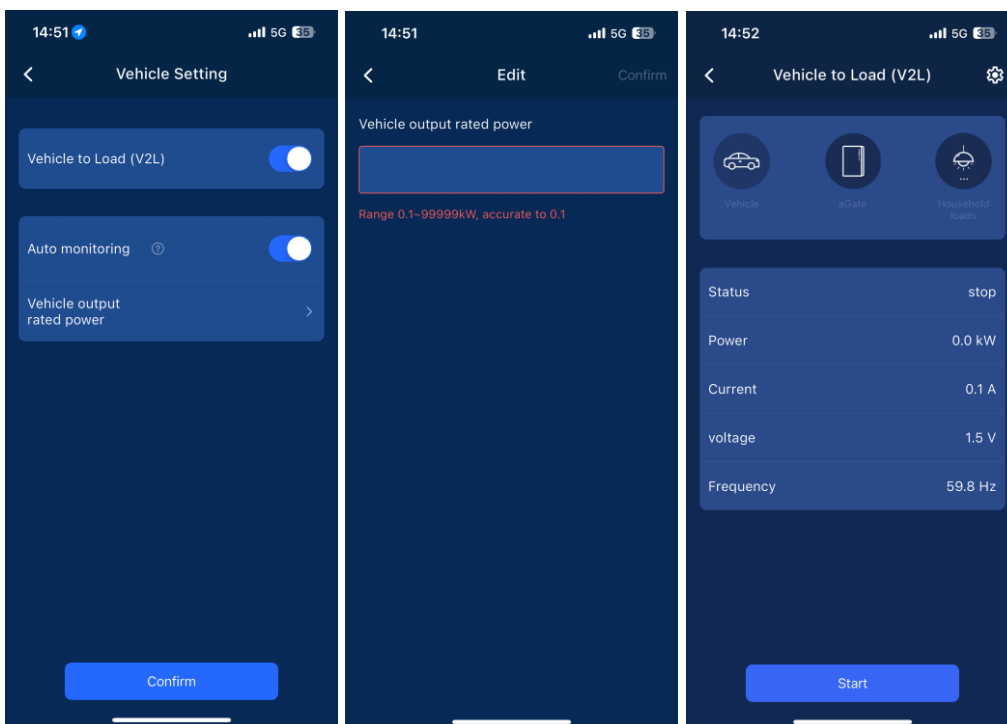
Backup State

Click **Backup State** to view the current SOC value of the battery pack, the SOC values set for reserved power in the **Self-Consumption** and **Time of Use** modes, the backup remaining, and historical data.

Backup Remaining: Without power input from the grid, generator and solar system, the FHP can be maintained for approximately the maximum amount of time, based on the current power consumption.

Current load: Maximum estimated time length based on the current consumption rate

High Load: Maximum estimated time length, if the electricity is consumed at the highest load in last 72h
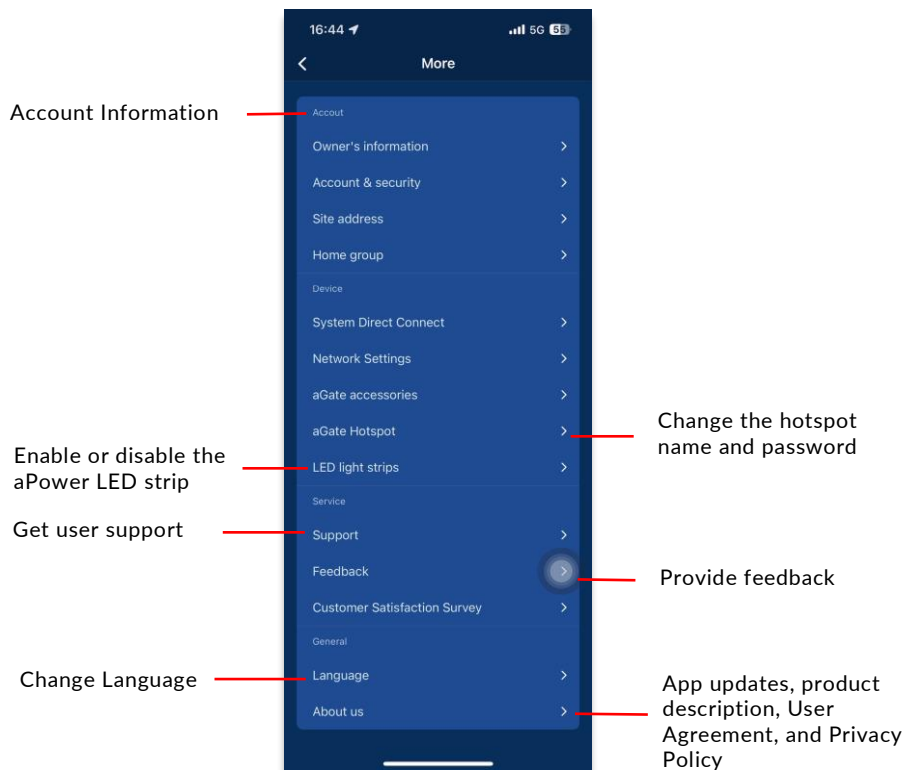
Average Load: Maximum estimated time length, if the electricity is consumed at the average load in last 72h

Times of backup power supply, total time lengths, and particulars of a single backup power supply operation

More

Click **More** to view the auxiliary features page.

Account Information

Change the hotspot name and password

Enable or disable the aPower LED strip

Get user support

Provide feedback

Change Language

App updates, product description, User Agreement, and Privacy Policy
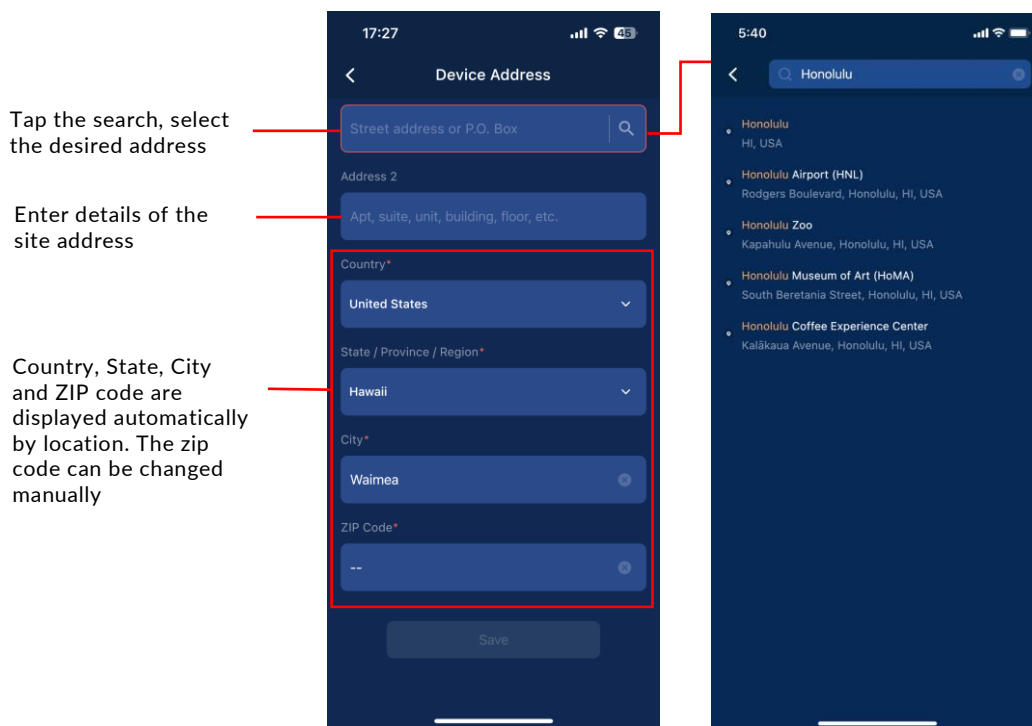
Owner's Information

Click **Owner's Information** to view the owner's first name, last name and phone number.

Account & Security

Click **Account & Security** to view the current account email address, modify the user password and delete the account.

Site address

Click **Site address** to add site address information and device address information.

Tap the search, select the desired address

Enter details of the site address

Country, State, City and ZIP code are displayed automatically by location. The zip code can be changed manually

Home Group

Click **Home Group** to view the aGate list under the homeowner account and can make the units a group.

System Direct Connect

Click **System Direct Connect** on the **Mode** page, there are two options for system direct connect: aGate Wifi hotspot or Bluetooth.

The default connection is through the aGate hotspot. Tap **Connect** to jump to the phone Wifi settings interface, select the network named with AP and the last 9 SN digits (e.g. AP_F23050182) of the aGate, and connect the app.
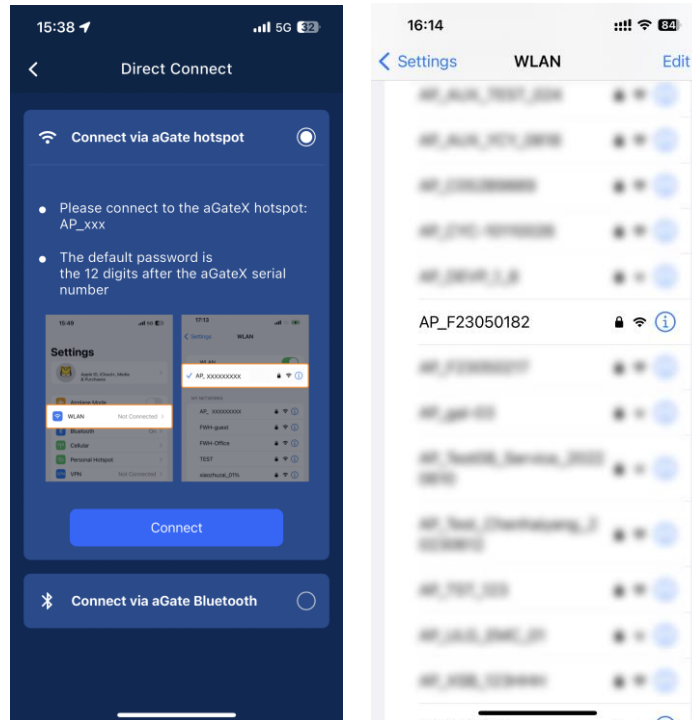
If the aGate hotspot is not available, you may search near the aGate for available Bluetooth. Select the aGate Bluetooth connection named with FHP and the last 6 digits of the aGate SN (e.g. FHP_456789), then and connect to the aGate with Bluetooth pairing.
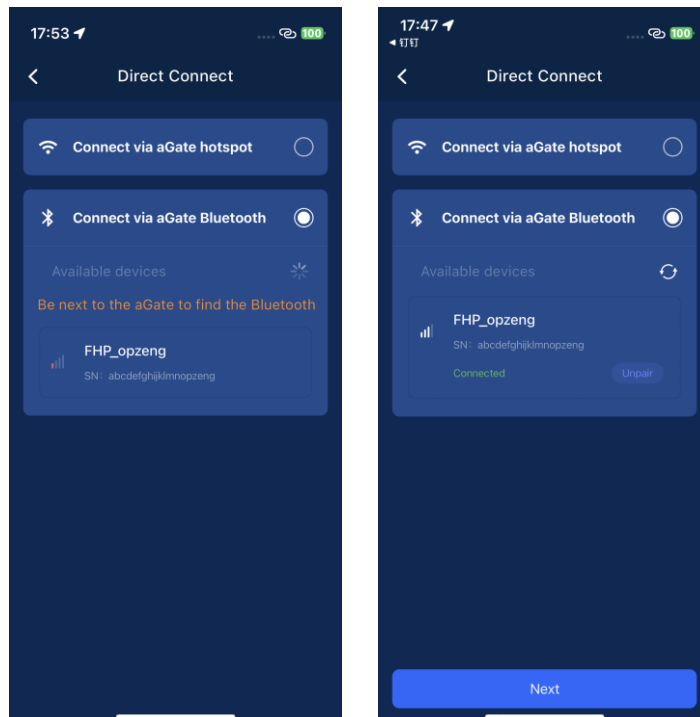
NOTE: You may remotely modify the password on the FranklinWH App and, if forgotten, retrieve the password via email.
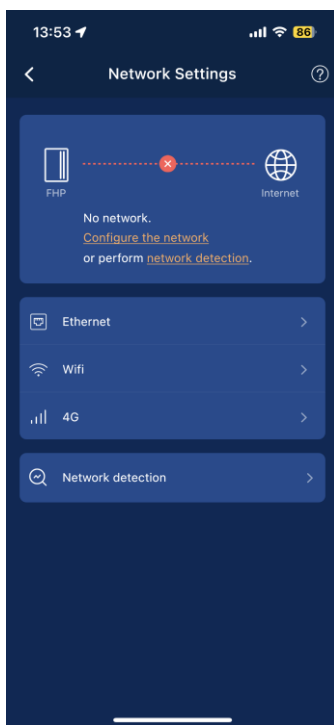
Device info

Click **Device info** to view the equipment name and software version information.
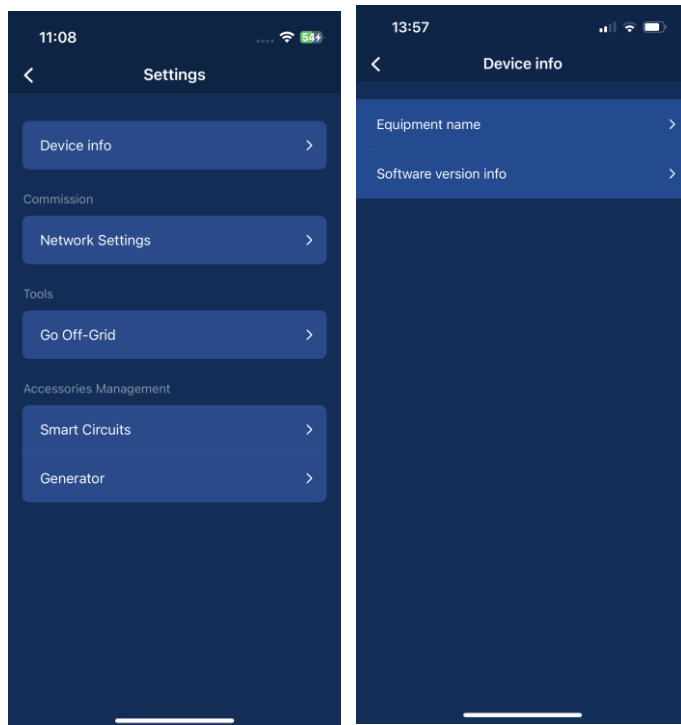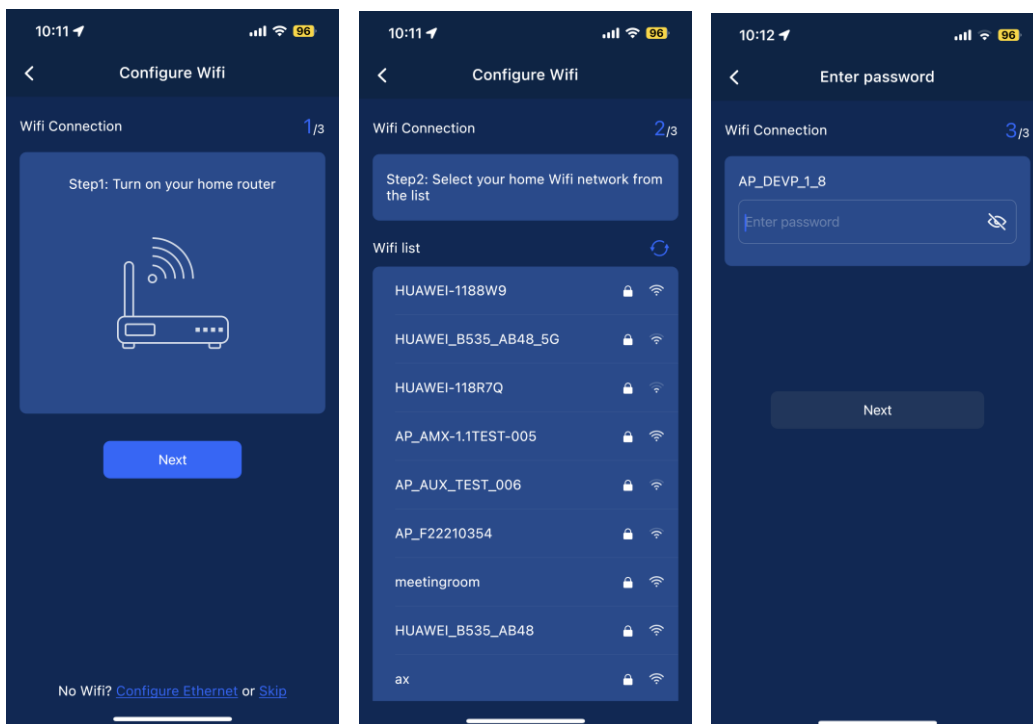

Network Settings

Click **Network Settings** to access the network settings page. If there is no network, tap **Configure the network** or perform **network detection**.
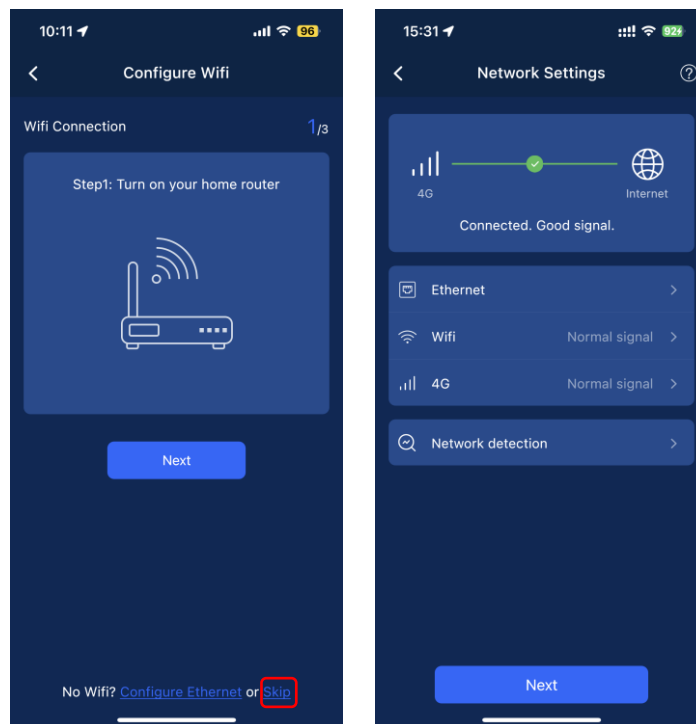
Prefer to configure Wifi. Follow the instructions on the screen to configure the Wifi connection.

If there is no home Wifi connection, you can tap **Configure Ethernet**.

Or tap **Skip** on the Configure Wifi page (4G is connected by default).

NOTE: A Wifi or Ethernet connection is preferred to the 4G cellular network, as 4G is easily affected by the carrier services and weather conditions.

After network configuration, you can click **Network detection** to check the network connection. When the current network connection is poor or abnormal, you can tap the question mark icon in the upper right corner to view the configuration guide or FAQ collection.
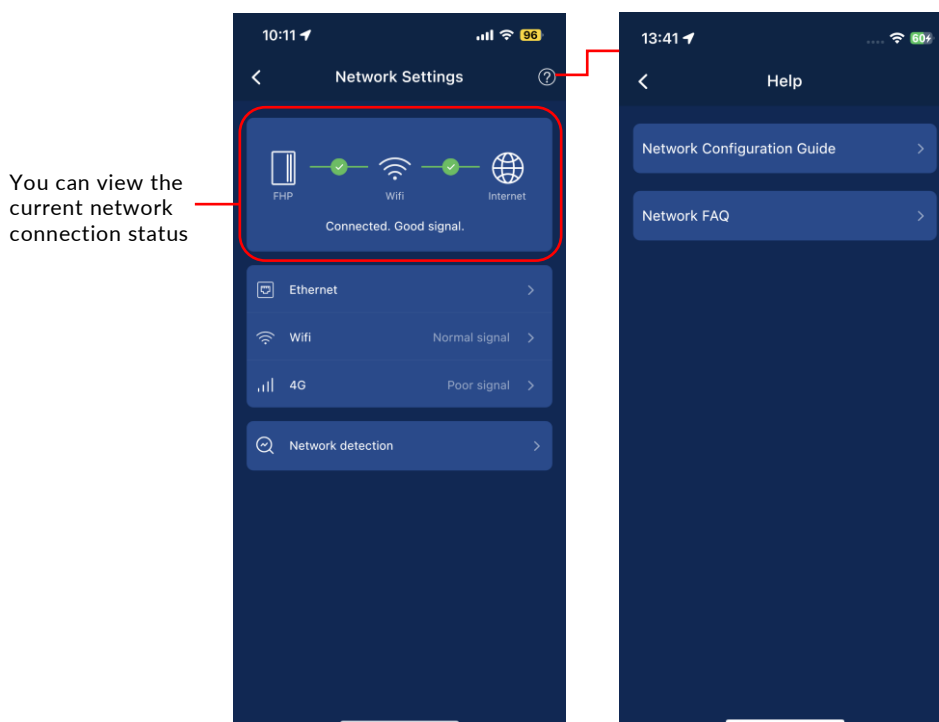
aGate accessories

Click **aGate accessories** to view or bind the serial number of the Smart Circuits Module, Generator Module, aPbox and the Main Load Relay (for aGate SKU AGT-R1V2-US) to the aGate.

LED light strips

You can enable and disable the aPower LED light strips. When the LED switch is disabled, the LED indicators will not light even though the aPower power switch has been turned on.
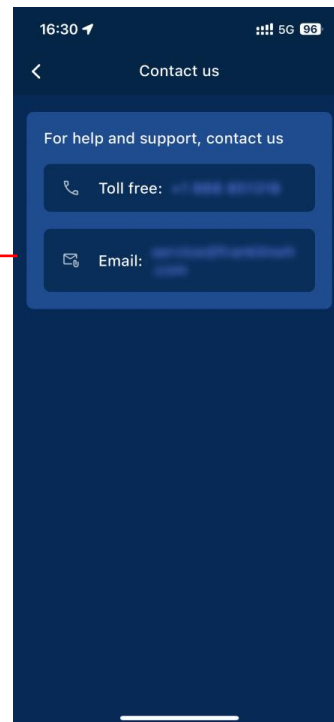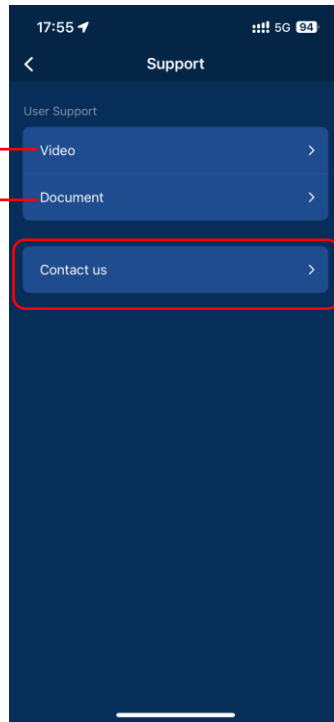
You can also set the lights on for a certain time period by using the slider to the right of **Timer** and entering the time period.
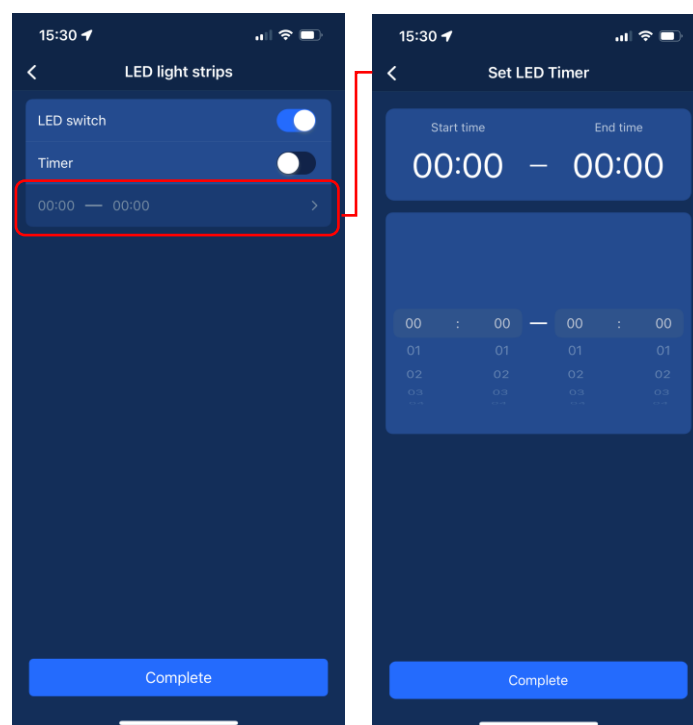

Support

Click **Support** to access videos and articles about the FranklinWH App. Please feel free to contact us if you need any assistance.

View the FranklinWH App Overview

Get the *FranklinWH App User Manual*

Feedback

Click **Feedback** to enter the Feedback display page. There are four options here, **All**, **Pending**, **Processing**, and **Finished**. **All** is the default page, where the submitted feedback is listed. Tap the plus sign on the top right corner to provide your feedback details, including **Customer name**, **Phone number**, **Installation address**, **Topic**, and **Content**. You may also upload pictures as a supplement. After finishing, tap **Confirm** to submit it. Click each submitted feedback displayed in the **All** page to check the progress.
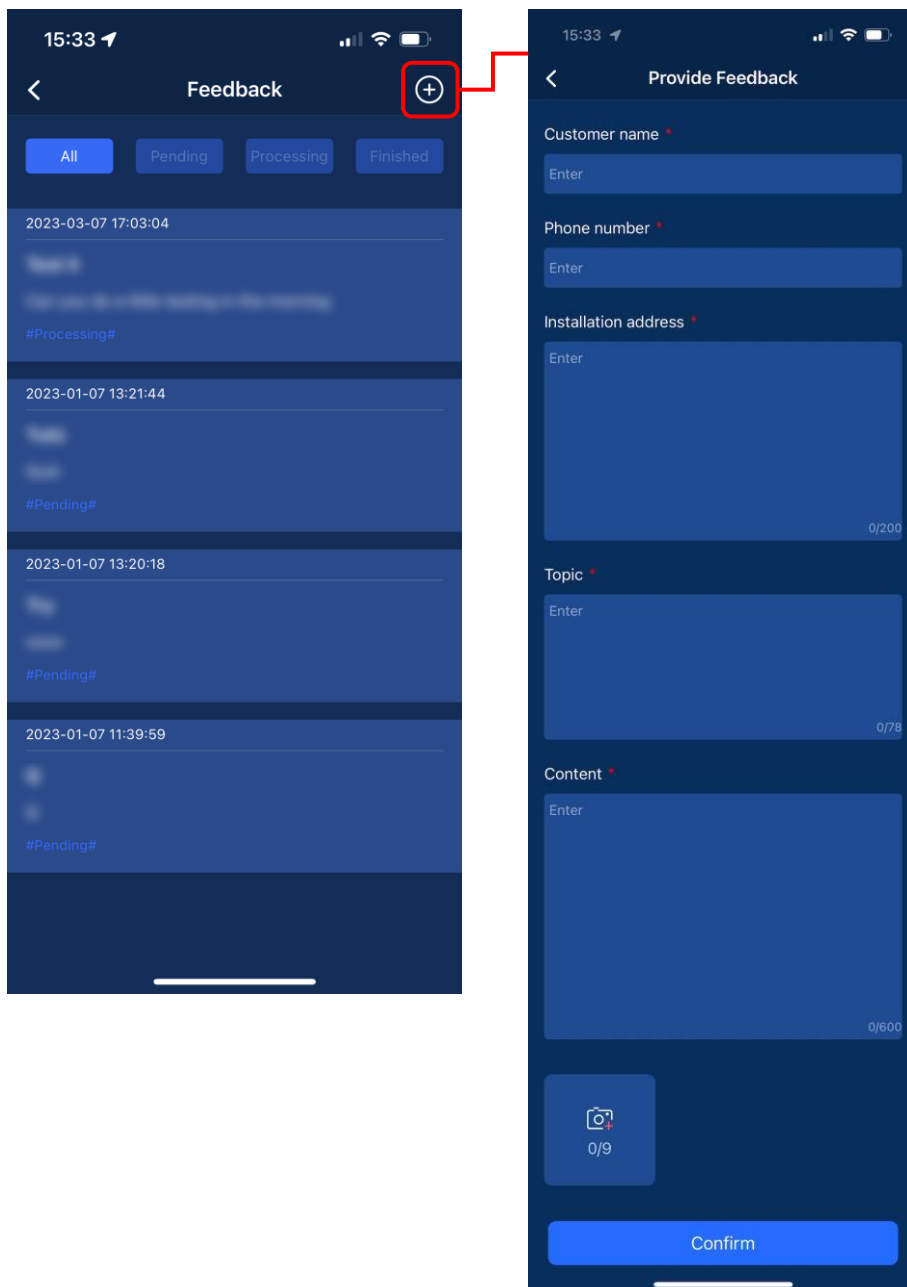
About Us

Click **About Us** to enter the page where you can check the latest updates of the FranklinWH App, view the production description, User Agreement, and our privacy policies.
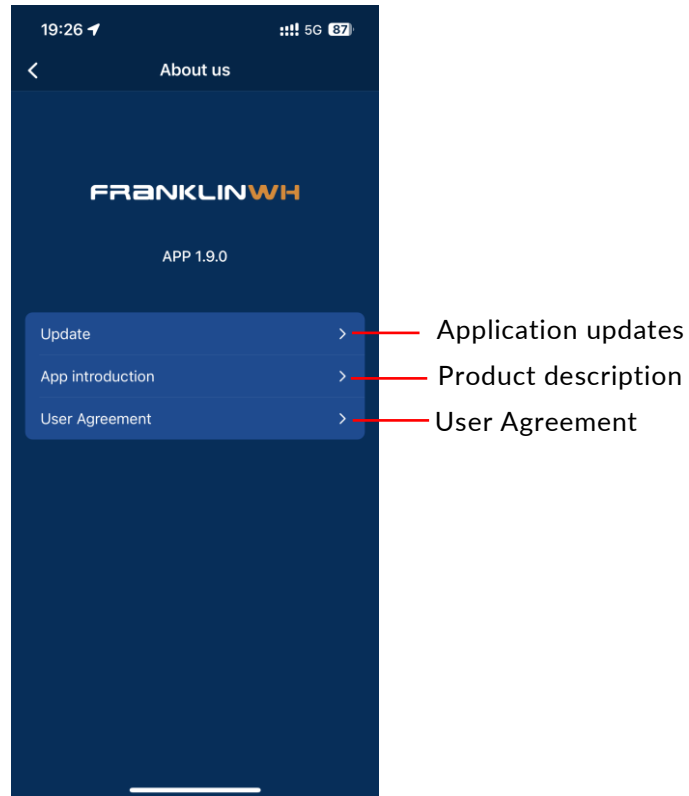
Sign out

Click **Sign out** to sign out of the currently logged in homeowner account.