



An Extended Guide · No. 1415

Troubleshooting Common Battery Issues

Simple checks, and
when to call the pro

Tech Made Simple — Service Made Personal

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! Read this first — this is a licensed electrician's job

A whole-home battery ties into your home's main electrical panel, and that makes the installation real electrical work — a job for a licensed electrician, done with a permit, and often with your utility's approval before it is switched on. It is not a do-it-yourself project. The happy news, and one of a battery's real advantages, is that once it is installed it runs silently and gives off no exhaust and no carbon monoxide, so unlike a generator it is safe indoors or in the garage. But the battery still stores a great deal of energy, so leave the wiring, the mounting, and any service to the pros, and follow the installer's and maker's instructions. I help you plan it and line up a trustworthy licensed electrician — I do not do the wiring myself. Nearly every battery 'problem' turns out to be normal behavior or a home wifi hiccup — the checks in this guide are all owner-safe, and the one firm rule is that you never open the unit.

Let's sort out battery worries, calmly

When a home battery does something you didn't expect, it's easy to fear the worst. Most of the time, though, it's nothing at all. This guide walks through the common worries in plain English, with safe checks you can do yourself and a clear line on when to call the pro.

I'm Bill, and I run Bill's Home Tech here in Portage County, Ohio. I've spent 30+ years helping folks stay calm with their home gear and figure out what's really going on. Think of this as me at your kitchen table, sorting the everyday hiccups from the rare real ones.

Everything here is owner-safe — reading the app, checking your wifi, noticing a tripped switch. What you'll never do is open the battery or touch its wiring. That's a licensed electrician's territory, for very good reasons, and we'll come back to it more than once.

★ A calm second opinion is a call away

If something's got you worried, call or text me at (330) 200-8042 before you fret. Often I can help you read the app and settle it in a few minutes — free to ask.

The whole guide, on one page

If you remember only these things, you'll handle nearly any battery worry calmly and safely.

- ❑ Most 'problems' are normal behavior — a drained battery after a long outage, or an app that's just offline, usually mean nothing is wrong.
- ❑ Didn't switch over? Check the app first, then look for a tripped system breaker or disconnect, then call your installer.
- ❑ App offline? It's almost always your home wifi, not the battery.
- ❑ Empty after a long outage? Normal — it refills when the grid returns, or slowly from solar by day.
- ❑ An alert on the app? Note it word for word and call your installer — don't try to clear it yourself.
- ❑ Never, ever open the unit or touch the wiring. Reading the app is as far as any owner should go.

✓ The one-sentence version

Read the app, notice the obvious things like wifi or a tripped switch, and call your installer for anything beyond that — calmly, and without ever opening the battery.

First, take a breath

Before anything else, let me put your mind at ease: the odds are strong that nothing is actually wrong.

A home battery is a sealed, self-managing unit built to look after itself. Much of what looks like a fault — a battery that's run low, an app that won't load, a light you've never noticed before — is simply the system doing its normal job, or your phone or wifi having a moment.

So the first tool isn't a screwdriver; it's a steady head. Read what the app is telling you, notice the simple things, and remember that a real fault is the exception, not the rule. When there is one, the fix is a phone call, not a repair you make yourself.

✓ Normal behavior can look alarming

A drained battery after a two-day storm isn't broken — it did exactly what it's supposed to. Knowing what's normal is half of troubleshooting, and it's what these pages are really about.

The one firm rule: never open it

Everything else in this guide is a gentle 'try this.' This page is the one hard line, and it matters more than all the rest.

A home battery stores a large amount of energy and ties directly into your main electrical panel. Opening the case, poking at connections, or touching the wiring is genuinely dangerous, even when the unit looks quiet and idle. There is nothing inside for an owner to fix, adjust, or top up.

That's not me being overly cautious — it's the plain reality of licensed electrical work. The people who install and service these units are trained and equipped for exactly this. Your job stops at the app and the obvious outside things like your wifi.

! Never open the unit or touch the wiring

No matter what a video or a well-meaning neighbor says, do not open a home battery or work on its wiring. If the trouble is anything more than the app or your wifi, that's a call to your installer — and I'll gladly help you make it. I don't do the wiring myself, either.

What to have handy before you check anything

A minute of setup makes every check calmer. None of this involves the battery itself — it's all about you being ready.

- **The app on your phone:** your window into what the battery is doing. Keep it installed and signed in.
- **Your installer's number:** saved in your phone, so it's there the moment you need it rather than buried in a drawer.
- **A flashlight:** handy during an outage for reading any labels or switches without fumbling in the dark.
- **A pen and paper:** to write down exactly what the app or a light is showing, word for word, before you call.

✓ Being ready beats being fast

You don't need to rush. A battery is patient. Gather these, take your time, and you'll handle whatever comes up far more calmly than if you're scrambling.

It didn't switch over in an outage

This is the worry that gets folks most, so let's walk it through step by step — all of it owner-safe.

Start with the app

Open the app first. It will usually tell you what's happening — an alert, a message, or a status that explains why the home isn't on battery. That single look answers a lot of questions before you touch anything.

Look for a tripped switch

Next, look at whether a system breaker or disconnect has tripped. If your installer showed you a specific labeled switch you can safely reset, you may try it once. If it trips again, shows a fault, or you're unsure, leave it be and call your installer.

! If in doubt, stop and call

There's no prize for pushing further. Anything past a glance at the app and a labeled reset the installer showed you is their job, not yours. When it's unclear, the safe move is always the phone, not the panel.

The app is offline or won't connect

An app that won't load feels like a battery problem, but it almost never is. Here's the calm way to check.

Suspect the wifi first

The app talks to the battery over your home internet. So when it says offline, the usual culprit is your wifi or router, not the battery. Check whether other things in the house are online, and give your router the familiar off-and-on-again if the whole house is down.

The battery may be working fine

Here's the reassuring part: even if the app can't reach it, the battery itself is usually carrying on with its job. The app is a window, not the engine. A lost connection means you can't see in for a bit, not that anything has failed.

✓ Wifi first, worry later

Nine times in ten, an offline app is a home internet hiccup that sorts itself out. If your wifi is clearly fine and the app still won't connect after a while, note it and mention it to your installer.

The battery went empty during a long outage

This one alarms people, and it shouldn't. An empty battery after a long outage is normal, not a failure.

A battery holds a finite charge. During a long outage it can only give out what it stored, so a stretch without power will eventually use it up. That's the honest nature of stored energy, and it's exactly why we talk about matching a battery to the outages you actually get.

Once it's empty, it simply waits to recharge. It fills back up quickly when the grid returns, or slowly from solar during daylight if you have panels. What it cannot do is refill from a dead grid in the dark — no battery can, and nothing is wrong when it doesn't.

✓ Empty isn't broken

If a storm drained your battery, it did its job and is waiting for a recharge. When the power returns, watch the app fill it back up. Our sizing and multi-day-outage guides cover stretching a charge when outages run long.

There's an alert or warning on the app

An alert isn't a reason to panic or to start tinkering. It's a reason to write things down and make one phone call.

When the app shows an alert, a code, or a warning, resist the urge to guess at it or clear it yourself. These messages are meant for the installer and the maker, who know precisely what each one means and what it needs. Your guessing can't help and might send you down the wrong path.

Instead, note it exactly — the wording, any code or number, and any light or color you see on the unit itself. That short, accurate description is the single most useful thing you can hand your installer, and it often lets them sort it out quickly.

! Note it, don't touch it

Never open the unit or pull at wiring to chase an alert. Write down what you see and call your installer. If you'd like a hand reading the message and deciding it's really a call to make, that's exactly what I can do with you.

Two kinds of homes, two sets of needs

The same calm checks apply everywhere, but what's riding on a battery is different for a close-in home with short outages than for a rural home on a well, where a fault can also mean no water.

If you live in town or the suburbs

In town or the suburbs, outages tend to be short and city water keeps flowing, so a battery hiccup is rarely an emergency — you have time to read the app, check your wifi, and call your installer in normal hours.

- A short outage means an empty or offline battery is seldom urgent — you can troubleshoot calmly.
- City water keeps running no matter what the battery does, so a fault is an inconvenience, not a crisis.
- Your installer is usually nearby and reachable, so a same-day or next-day call is often all it takes.
- Keep the app and your installer's number handy, and most worries settle with a glance and a phone call.

If you are out in the country on a well

Out in the country, a battery issue can matter more, because your well pump stops when the power does. If the battery didn't carry the pump, you may be without water as well as light, so a calm plan matters even more.

- If the pump isn't running, check the app for an alert and whether a system breaker tripped, then call the installer — never the wiring.
- A 240-volt well pump is a heavy load, so a battery may run down faster under it; empty doesn't mean broken.
- Store drinking water regardless, so a battery fault during an outage never leaves you without water while you wait.
- Save your installer's after-hours number, since rural outages and their timing don't keep business hours.

★ Not sure how urgent it is?

Tell me whether you're on city water or a well and what the app is showing, and I'll help you judge whether it waits for morning or needs a call now. Call (330) 200-8042.

It's not recharging as fast as I expected

A slow refill worries folks, but there are calm, normal reasons for it — and only rarely a real one.

Right after the grid returns, a battery may take a little while to fill, and that's fine. If it charges from solar, the pace depends entirely on the weather and the time of day: a bright afternoon fills it faster than a grey morning, and it does nothing at all overnight.

So before you fear a fault, ask the simple questions. Is the grid actually back? Is it a cloudy day if you're relying on solar? Is it night? Most 'it won't charge' worries are really 'it's charging slowly for a perfectly normal reason.'

✓ When to raise it with the installer

If the grid is clearly back, it's not relying on daylight, and the app shows no charging at all over a good stretch, that's worth a note and a call. Short of that, patience is usually the whole answer.

Is it the battery, or the whole street?

Sometimes what looks like a battery problem is really a plain old utility outage. It helps to tell them apart.

If your power is out, glance outside. Are the neighbors dark too? Are the streetlights off? A whole-street outage is the utility's to fix, and your battery may well be doing its job by carrying your home while everyone else sits in the dark.

That's a moment to report the outage to your utility — they may not know until customers call — and then let your battery do what it's for. This isn't a battery fault at all; it's the very situation you bought the battery to handle.

✓ Two different phone calls

A whole-street outage is a call to your utility. A battery that's misbehaving on its own is a call to your installer. Knowing which is which saves you time and saves you worry.

The owner-safe checklist

Here, in one place, is the full list of what you may safely do yourself. Notice how gentle every item is.

- ☐ Open the app and read the state of charge, the status, and any alert.
- ☐ Check whether your home wifi and router are working when the app won't connect.
- ☐ Look at whether a system breaker or disconnect has tripped — and reset one only if your installer showed you a safe, labeled switch.
- ☐ Glance outside to see whether the whole street is out, and report a utility outage if so.
- ☐ Write down exactly what you see, and call your installer for anything beyond these steps.

✓ If it's not on this list, it's a phone call

This list is deliberately short, and that's the point. Anything past it belongs to your installer or your utility. You never lose by choosing the phone over the panel.

What never to touch

Just as useful as the safe list is the plain list of things to leave strictly alone, no matter what.

- **The case:** never open it. There's nothing inside for you, and real energy is stored in there.
- **The wiring and connections:** never loosen, tighten, or touch them. That's licensed electrical work.
- **The unit's position:** never try to move or lift it. It's heavy, fixed in place, and wired in.
- **Alerts and settings you don't know:** don't clear faults or change protective settings you weren't shown. Note them and ask.

! These aren't suggestions — they're the safety line

Every item here is about keeping you safe around a lot of stored energy and licensed wiring. Respecting this short list is what lets you troubleshoot with total peace of mind. When in doubt, hands off and phone up.

Weather quirks that aren't faults

Batteries are a little sensitive to temperature, and a couple of cold-weather quirks fool people into thinking something's wrong.

In hard cold, a battery may show a bit less available charge for a while, or charge more slowly, until things warm up. Many home units have built-in warming and cooling to manage this, working quietly in the background. A temporary dip in a cold snap is normal, not a failure.

The same goes the other way in sustained heat. None of this is yours to fix — the unit and its installer handle the temperature side. It's simply helpful to know so a seasonal quirk doesn't send you chasing a problem that isn't there.

✓ Placement is the installer's call

Where a battery lives — garage, basement, or an outside wall — and how it's protected from extreme weather is part of a proper install. If you think temperature is genuinely affecting yours, that's a note for your installer.

Write down what you see

The most helpful thing you can do before calling isn't a repair — it's a clear, accurate note. Here's what's worth jotting.

What to note	Why it helps the installer
The exact alert wording	Points them straight to the cause
Any code or number shown	Often matches a known message
Any light or color on the unit	Tells them its status at a glance
When it started, and the weather	Separates a quirk from a fault

★ **I can help you capture it clearly**

If reading the app or describing a light feels tricky, that's just the sort of thing I help with — often right over the phone. A clear note turns a worrying call into a quick one. Call (330) 200-8042.

Who to call for what

Half of staying calm is knowing whose job a thing is. Here's the simple map.

The situation	The right call
A battery fault or alert	Your installer
The whole street is dark	Your utility
App or wifi trouble	Bill can help
Opening or wiring anything	Only the installer

✓ **When unsure, start with me or your installer**

If you can't tell whose job it is, a quick call to me or your installer sorts it out fast.
Nobody expects you to diagnose it — just to describe it and dial the right number.

Keeping trouble rare in the first place

The best troubleshooting is the kind you rarely need. A little everyday care keeps a battery quietly reliable.

Home batteries ask very little: keep the area around the unit clear and ventilated to the maker's clearances, don't bury it behind boxes or block its airflow, and let your installer handle any firmware updates and periodic checks. There's no engine, no fuel, and nothing for you to service.

A glance at the app now and then rounds it out — enough to notice if something looks off, not so much that it becomes a chore. That gentle attention heads off most surprises before they ever become a phone call.

✓ The full routine is in our maintenance guide

What little upkeep a battery needs — clearances, airflow, and leaving firmware to the pro — is laid out in our maintenance guide. It's a short, reassuring read, because there genuinely isn't much to do.

Getting comfortable with the app

Since the app is your one real troubleshooting tool, it pays to feel at home in it — and it's friendlier than you might fear.

You really only need to recognize a few things: the state of charge, the overall status, and where any alerts show up. Turn on the notifications that matter — low charge and outage alerts — and the app will tap you on the shoulder rather than making you go looking.

That's the whole skill. Not mastering every screen, just knowing where to glance and what a normal picture looks like, so anything unusual stands out. Once that's familiar, most worries answer themselves in a few taps.

★ Let's make the app second nature

Our monitoring guide walks through the screens, and on a visit I'll set up the alerts and show you the one or two views worth knowing. No question is too small. Call (330) 200-8042.

A calm way to decide your next step

When something seems off, run through this short mental list and you'll almost always land in the right place.

- **Is the whole street out?** Then it's a utility outage — report it and let the battery do its job.
- **Is it just the app?** Suspect your wifi first; the battery is likely fine underneath.
- **Is it empty after a long outage?** That's normal — wait for the grid or daylight to recharge it.
- **Is there an alert, or did it not switch over?** Note what you see and call your installer — never open the unit.

★ And when in doubt, just call me

You don't have to be sure. Tell me what's happening and I'll help you decide whether it's nothing, a call to your utility, or a call to your installer. That's exactly what I'm here for. Call (330) 200-8042.

Common Questions

The troubleshooting questions I hear most from folks living with a home battery, answered plainly.

Q: The power went out and it didn't switch over. What do I check?

Start with the app — it usually shows a reason. Then look at whether a system breaker or disconnect tripped, and reset one only if your installer showed you a safe, labeled switch. If it trips again or shows a fault, call your installer. Never open the unit.

Q: The app says it's offline. Is the battery broken?

Usually not. An offline app is almost always a home wifi issue — the battery itself is likely working fine. Check that your internet is up. If the wifi is clearly fine and it still won't connect, note it and ask your installer.

Q: My battery went empty during a long outage. Did something fail?

No — that's normal. A battery holds a finite charge, so a long outage can use it up. It refills when the grid returns, or slowly from solar by day. It can't recharge from a dead grid at night, and nothing is wrong when it doesn't.

Q: There's an alert on the app. What should I do?

Note it exactly — the wording, any code, any light — and call your installer. Don't try to interpret or clear it yourself, and never open the unit. Writing down what you see is the most useful thing you can do.

Q: Can I open the battery or reset the wiring myself?

No — never. A home battery stores a large amount of energy and ties into your main panel. Opening it or touching the wiring is licensed electrician's work, and doing it yourself is dangerous. Reading the app is as far as any owner should go.

★ Still unsure? That's exactly what I'm here for

Reading the app and deciding who to call is the part I love to help with — no fixing, no wiring, just plain guidance. Call or text me at (330) 200-8042 and we'll sort it out together.

You don't have to do this alone

You just have to remember that a friendly, patient person is one call away.

I hope this guide made troubleshooting everyday home battery worries feel a little less daunting and a lot more doable. Keep it in a drawer with your other home papers, come back to a page whenever you need it, and don't worry about memorizing anything.

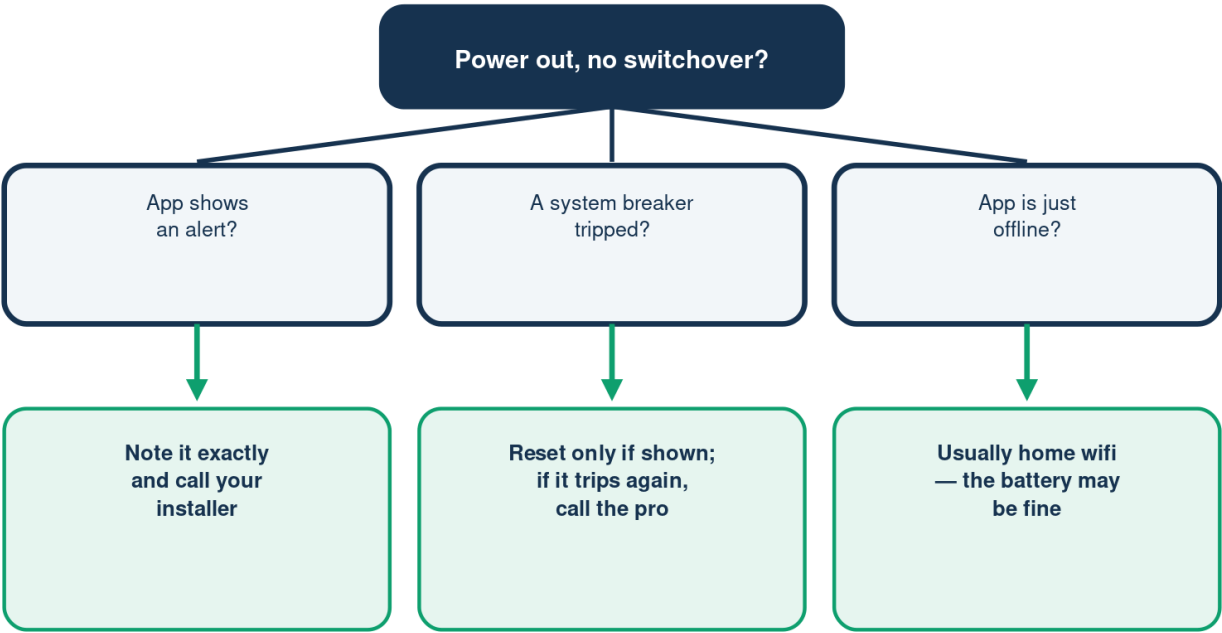
When you'd rather have a hand, that's exactly what I do. I come to your home, work at your pace, and never make you feel rushed or silly for asking. A first visit is a flat \$99, and for the parts that don't need me on-site I can often help right on your screen for \$49. Every visit comes with a 30-day, come-back-free guarantee. I don't do the licensed electrical work myself — for that I'll help you line up a trustworthy local pro.

★ Bill's Home Tech — real help, close to home

Call or text me at (330) 200-8042, or visit BillsHomeTech.com. Serving Atwater and all of Portage County. 30+ years of patient, plain-English tech help — and if you're ever not 100% happy with a visit, I'll make it right or refund it. That's a promise. — Bill

It Didn't Switch Over — Now What?

Owner-safe steps, then a phone call



Never open the unit or touch the wiring — that's licensed territory.

Illustration - a schematic, not to scale. Your setup may differ.

Normal, or Worth a Call?

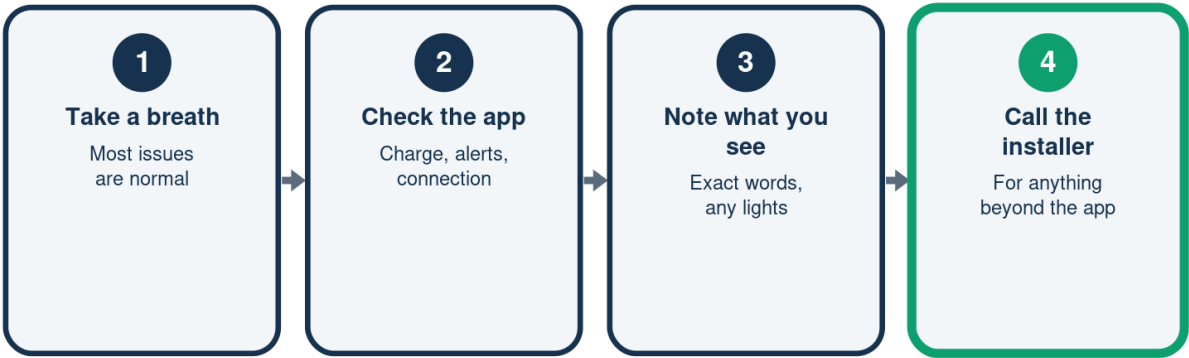
Most worries fall on the calm side

	Usually normal	Worth a call
Empty after outage	Very normal	Drains oddly
App offline	Home wifi	Alert with it
Slow to recharge	Cloudy, grid new	Never charges
A status light	Steady standby	Fault warning

When in doubt, note what you see and call the installer.

The Calm Troubleshooting Habit

Read, note, and call — never open



Reading the app is as far as any owner should go.

Who to Call for What

Knowing whose job it is keeps you calm

	Installer	Utility	Bill
A fault or alert	Yes — call	No	Reads it with you
Whole street out	No	Report it	No
App or wifi issue	Sometimes	No	Yes
Open it or wire it	Only them	No	Never

Bill helps you read the app and decide who to call.



Need a Real Person?

You do not have to remember all of it.
You just have to remember you can call.
Friendly, in-home tech help -- I come to you.

BILL'S PROMISE

If you are not 100% happy with a visit, I will make it right -- or refund it. No awkwardness, no fine print. That is how I would want to be treated.

(330) 200-8042 · BillsHomeTech.com

Bill@BillsHomeTech.com · Mon–Sat 9:00 AM – 7:30 PM

— Bill

Prefer help without a visit?

Bill can screen-share and fix many things remotely — a flat \$49, free for Support Plan members.



A Note From Bill

A quick note from Bill.

I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that comes from using these guides. Thanks for reading, and stay safe out there.

— *Bill*



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