



FranklinWH App User Manual

Version 1.2.6

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Please read this document carefully to ensure the best reliability of the product and your warranty eligibility. For further information about warranty, please refer to the ***Franklin Home Power Limited Warranty***.

This document is intended for use by professional installation and maintenance service providers only and no statements, information or recommendations in this document constitute any express or implied warranty.



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

Franklin Home Power (FHP) is composed of aPower, aGate and other electrical components, and this document applies only to the following products: aPower X and aGate X.

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.



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FranklinWH App Introduction

The FranklinWH app allows remote management of your Franklin Home Power (FHP) whole-house 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](#):

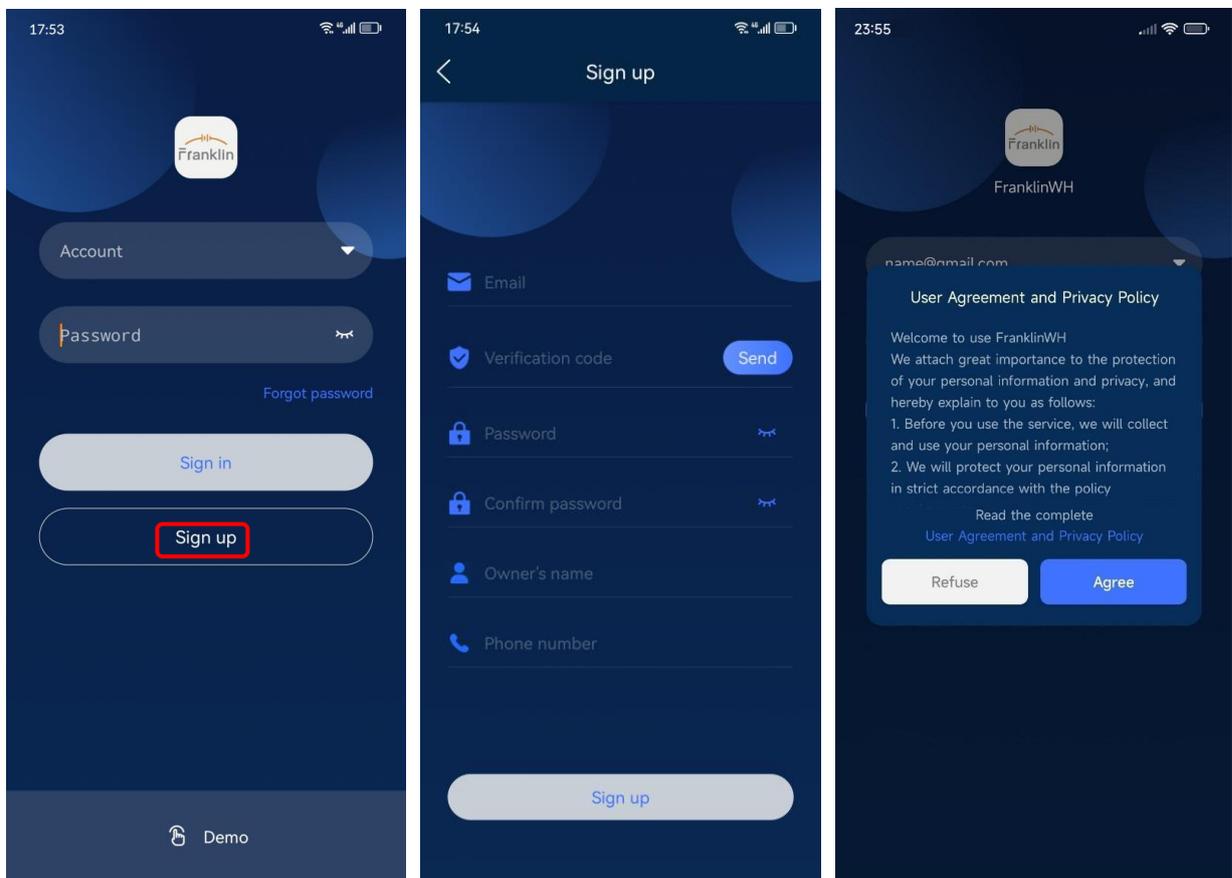


The following operation applies to the FranklinWH App, Version. 1.2.6.

Login Page

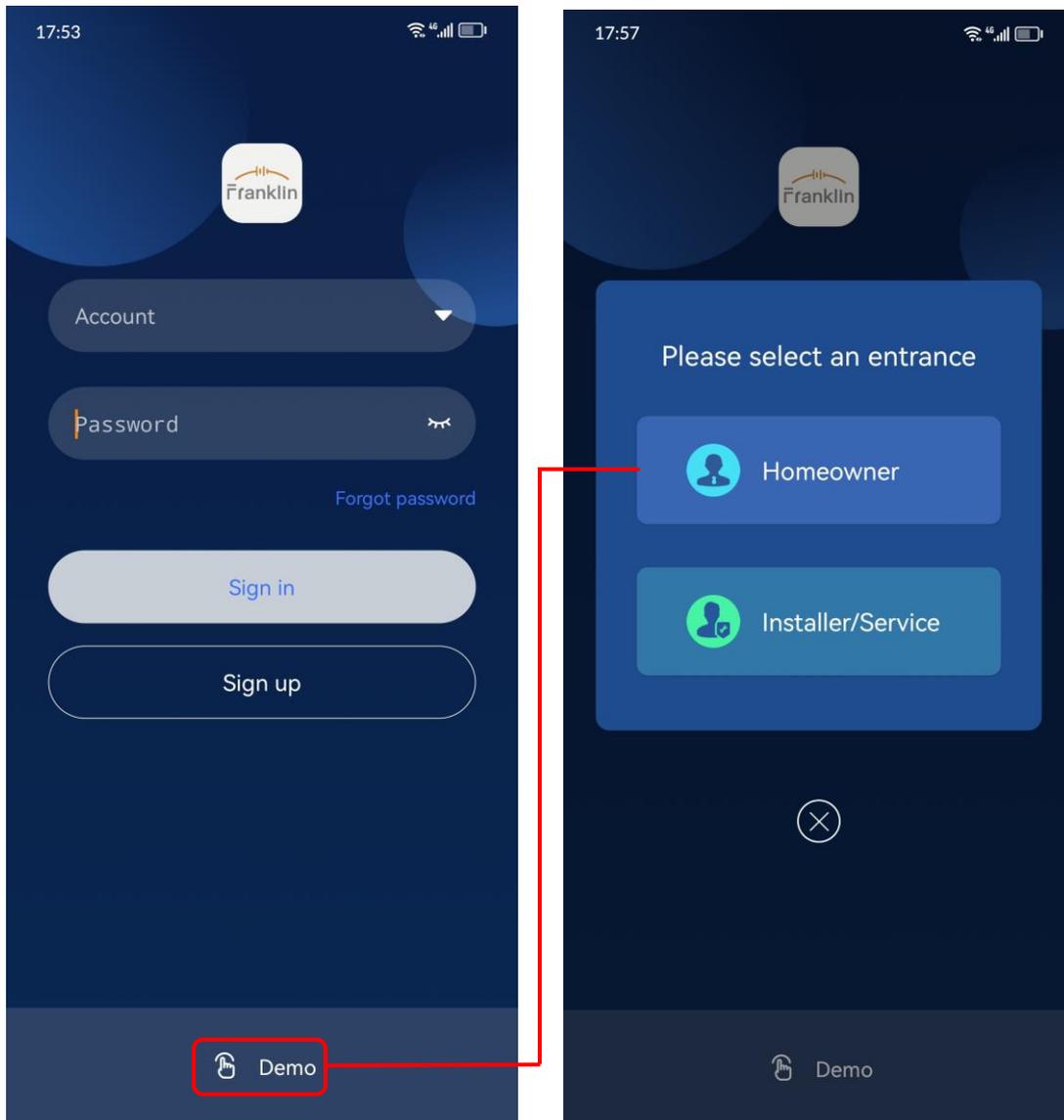
Sign up

You must first sign up before using the FranklinWH app. Open the app and click the **Sign up** toggle button to reach the **Sign up** screen. Input your information and then click **Sign up** bar 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 remotely 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 home. Most homes will only have a single aGate, while some homes will have multiple aGates installed. Refer to the Home Screen section appropriate to your installation.

Single aGate bound to a household account

Home - Now

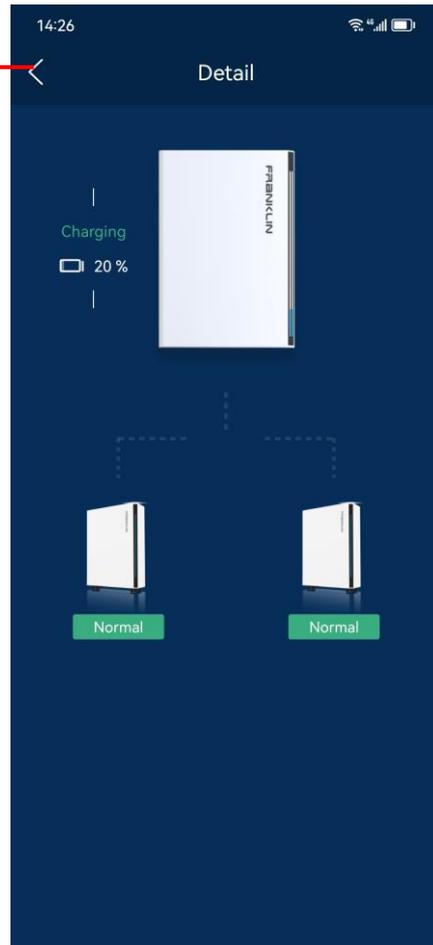
The home page of the FranklinWH app displays the real-time data of your FHP system under the **Now** option, where you can view the running status of various energy devices in your household.

The screenshot shows the FranklinWH app interface with the following annotated features:

- Side Menu:** A red line points to the hamburger menu icon in the upper left corner, with the text: "Click the side menu in the upper left corner to access additional options."
- Notification Icon:** A red line points to the bell icon in the upper right corner, with the text: "Click the message icon to enter the notification page."
- Time Selection:** A red line points to the "Today" button, with the text: "Click here to switch to the **Today** option, which displays load, power and kWh data for various power sources."
- Energy Flow Chart:** A red line points to the central energy flow diagram, with the text: "System energy flow chart shows the working status of various power sources." The diagram shows Solar (0.6 kW) at the top, a central house icon (0.0 kW), Grid (0.1 kW) on the left, Generator (0.0 kW) on the right, and FHP (-0.7 kW) at the bottom.
- FHP Status:** A red line points to the "Charging 20%" indicator, with the text: "FHP current status and SOC." Below this is a battery icon showing 20% charge.
- Work Hours:** A red line points to the horizontal bars for Solar, FHP, Grid, and Generator, with the text: "Shows the work hours and status of various energy sources. Each bar is displayed in color when FHP, grid, generator and solar systems are active. It gets darker as the power increases, and vice versa." The bars are labeled with times: 12 am, 6 am, 12 pm, 6 pm.
- Backup Mode:** A red line points to the "Backup Left >72 h" indicator at the bottom, with the text: "The maximum period of time for which the FHP reserved power will be able to support the current loads in the Backup mode, purely through battery power."



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



Power Flow interface	Icon	Meaning	Colored	Colorless	Positive value	Negative value
		Family Load	Online	Offline	Power consumed by loads	-
		FHP	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 notification page.

Click the icons of **Home, FHP, 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.

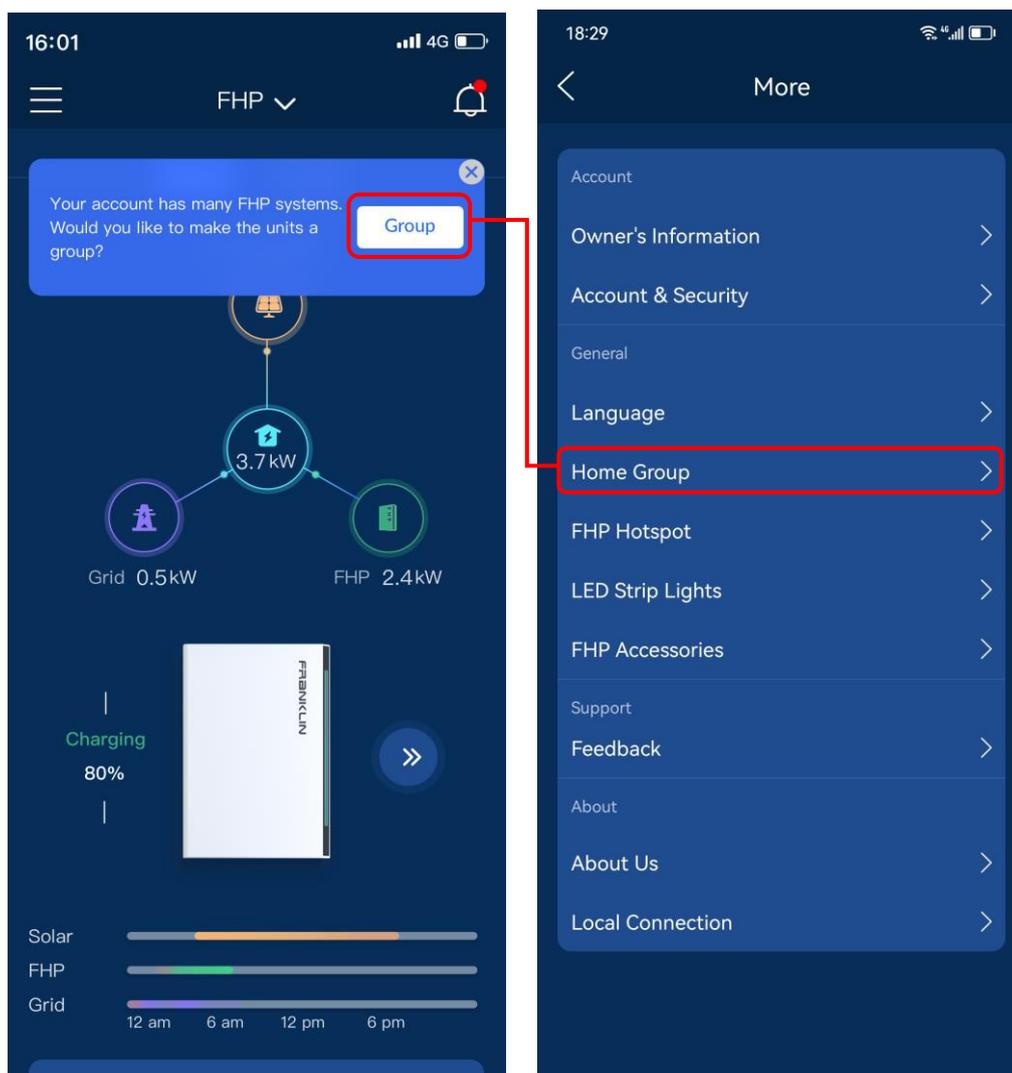
Power used by house loads.



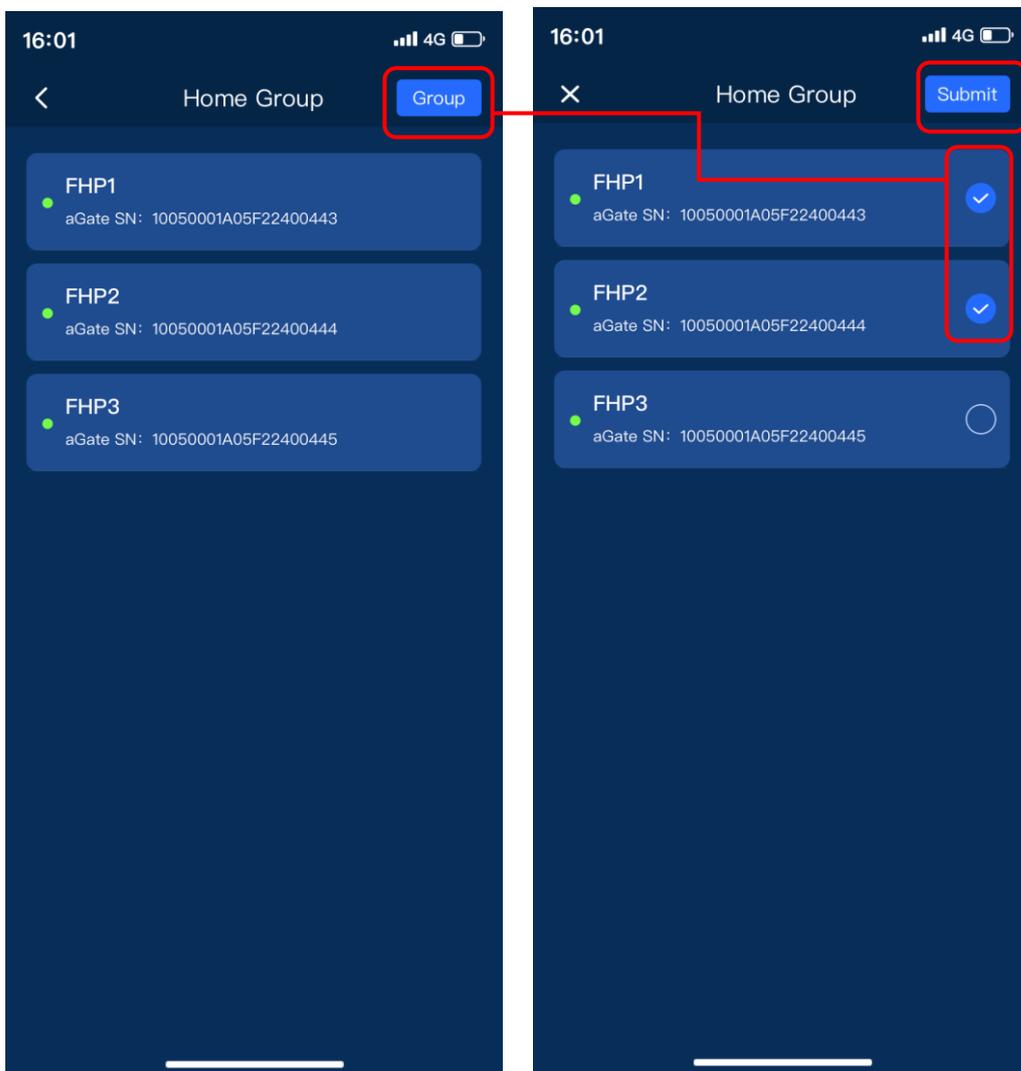
Multiple aGates bound to a household account

When multiple aGates are bound to the user account, there will be a prompt box on the home page “Your account has many FHP systems, would you like to make the units a group?”.

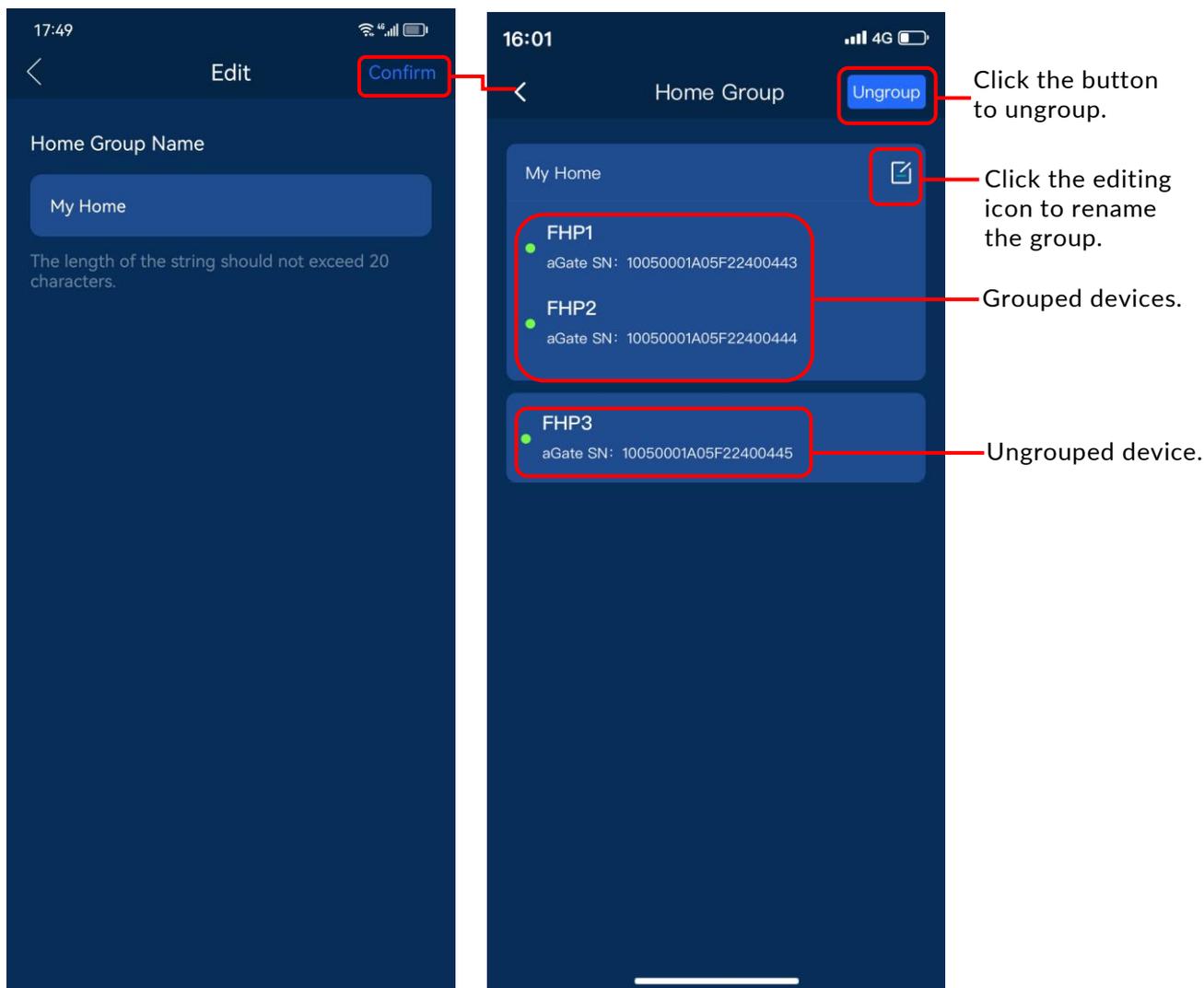
Click **Group** button to the **More** page. Select Home Group to view the aGate list under the user account (shown in the next page).



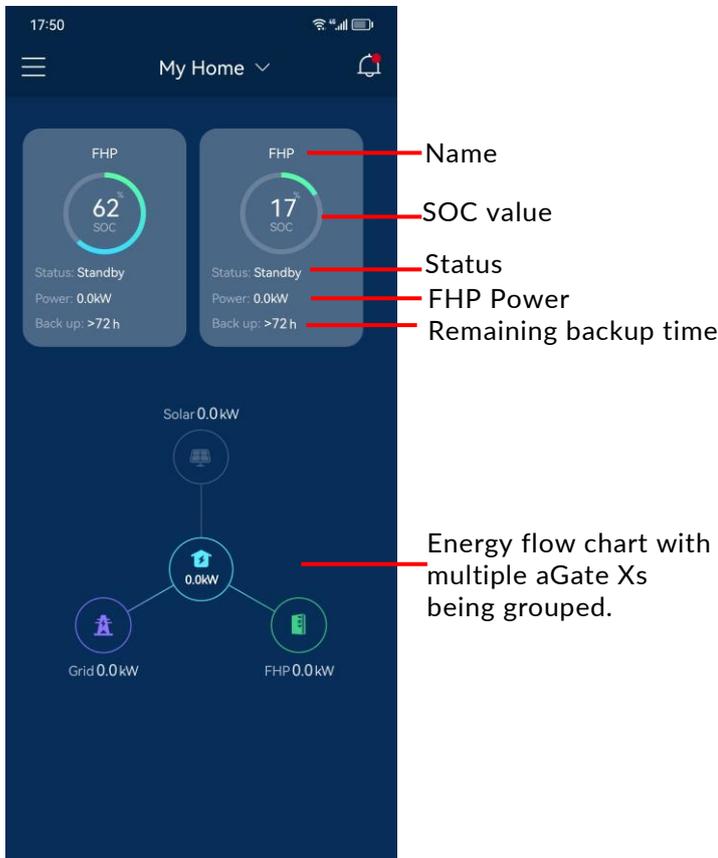
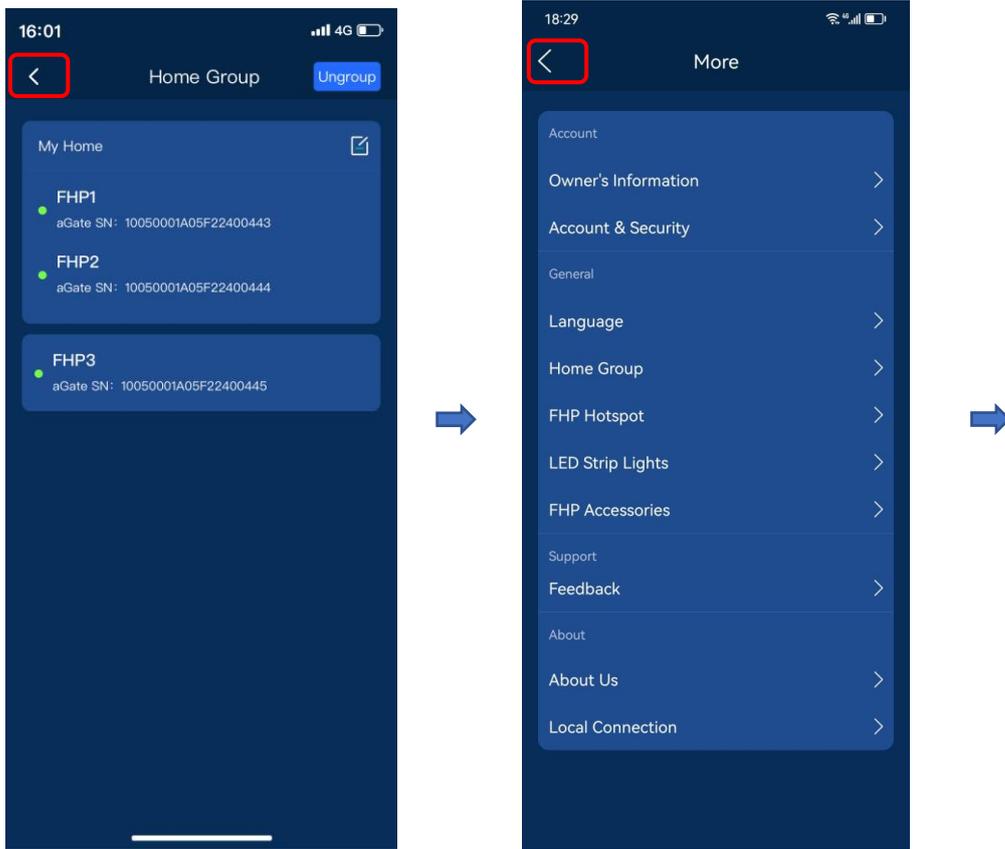
Click the **Group** button on the top right corner then, according to serial number of each aGate, select which devices you want to group. After finishing click the **Submit** button on the top right corner.



Enter a group name defined by user. After the group name is submitted, the group information will be displayed on the Home Group page where you can rename the group and ungroup.



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.



When multiple aGate Xs are grouped, you can enter the home page of each aGate with the “Now” and “Today” options by two ways: 1) Click each aGate displayed in the box in the home screen to enter the respective home page. 2) Click **My Home** with a pointing down arrow, then tap each name in the drop down menu to enter the respective home page.

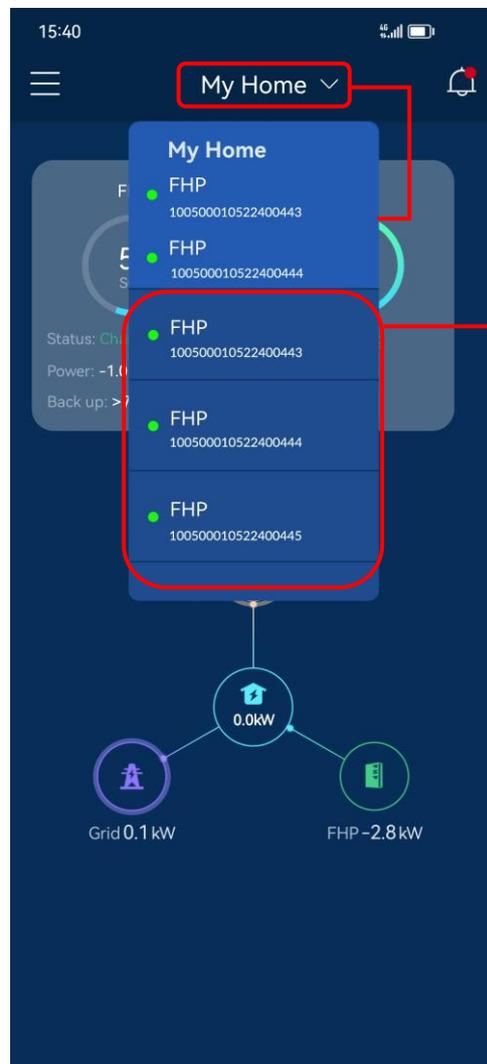
Method 1

Click the box to enter the respective home page.



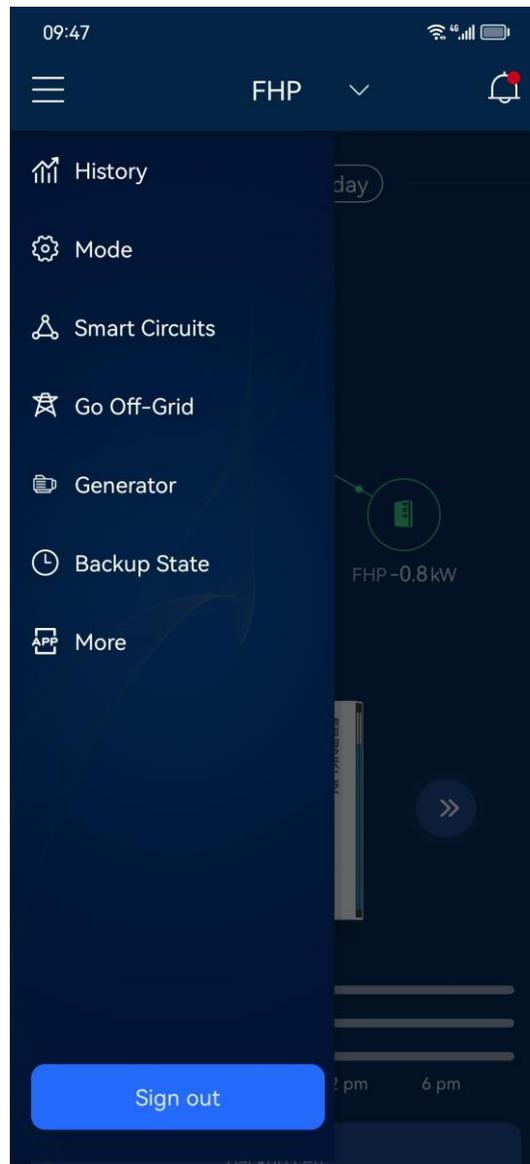
Method 2

Click 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, Backup State and More will be described in the following sections.



History

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

Power

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

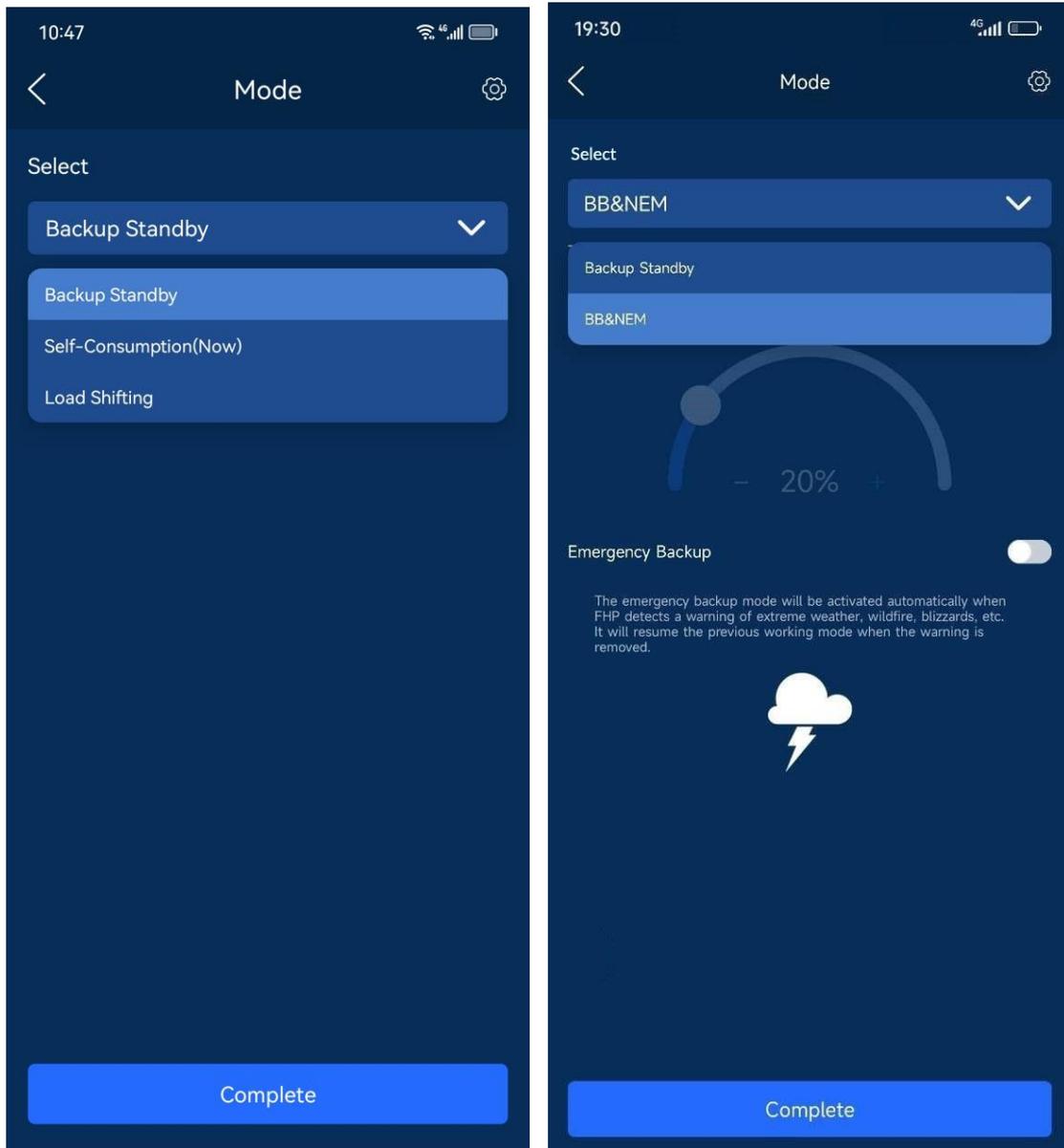


Mode

Click **Mode** to select the desired run mode from Backup Standby, Self-Consumption, and Load Shifting.

If the BB program was selected during commissioning, you can select BB&NEM, BB&CSS, or BB&CGS+.

(BB: Battery Bonus. NEM: Net Energy Metering. CSS: Customer Self-Supply. CGS: Customer Grid-Supply)



Backup Standby

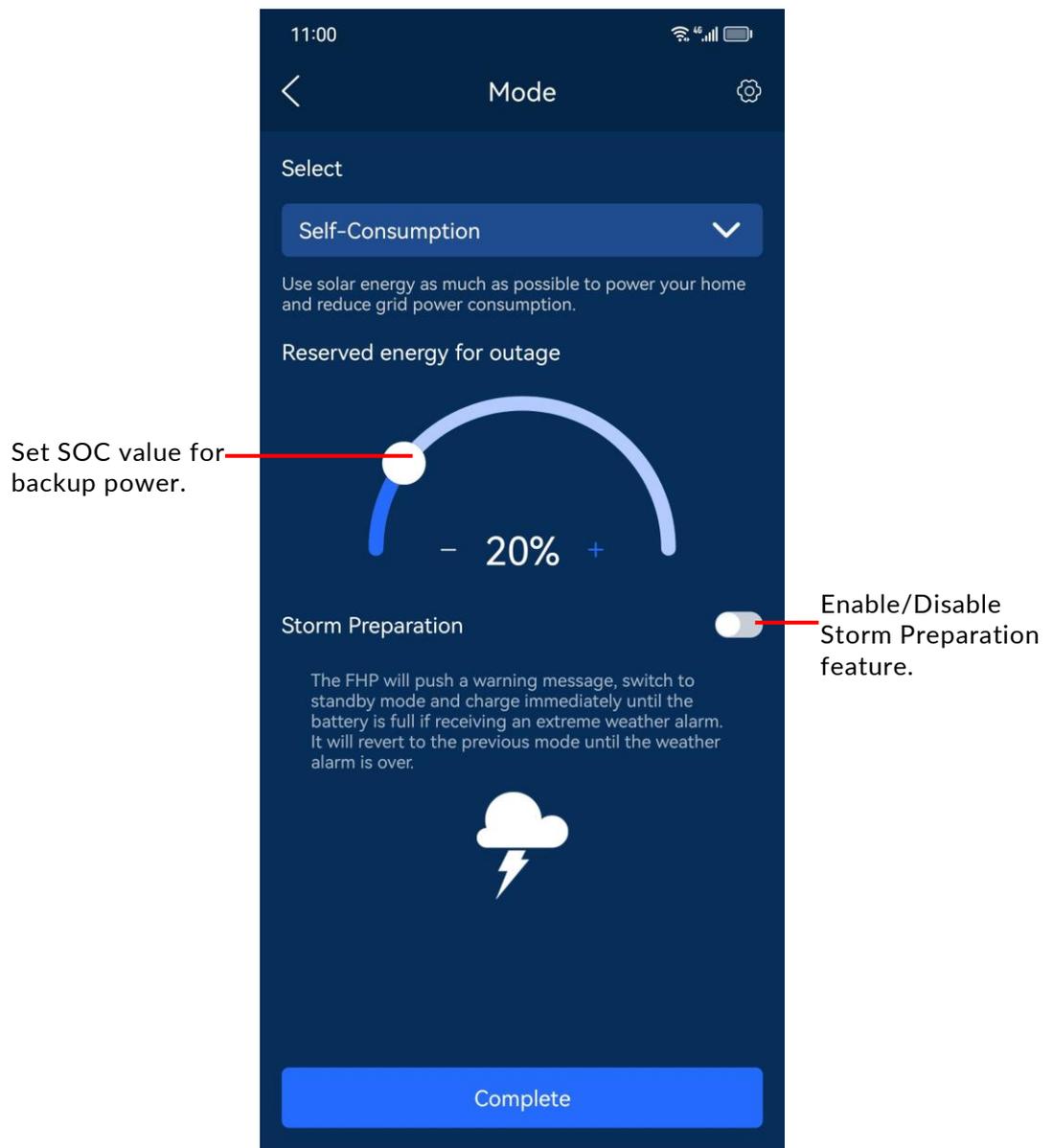
After the **Backup Standby** mode is selected, the FHP will immediately charge to 100% SOC and stay in the standby mode, where it serves as the power supply in case of any power supply interruption. The FHP will not supply power from the aPower batteries for your home loads unless a power interruption occurs.



Self-Consumption

Once the **Self-Consumption** mode is selected, the excess electricity generated by the solar system will be stored in the FHP system in real-time. If the solar production is insufficient to power the home loads, FHP system will discharge as a supportive power source, thus helping to reduce electricity consumption from the grid.

In this mode, you can set the SOC value in reserve for backup power. The reserved power will not be consumed during normal hours but only when there is an unexpected grid outage.



Load Shifting

If the local electric power rate of the user is based on **Time-of-Use**, then the **Load Shifting** mode may be activated, where the user can set up the peak, valley, and normal hours.

This is the preferred mode under a time-of-use rate schedule in which mode the user can set the peak, valley(off-peak), and shoulder (normal) hours. The app provides for ten (10) defined periods per day, of any mix of the three types.

In this mode, you can set the SOC value in reserve for backup power. The reserved power will not be consumed during normal hours but only when there is an unexpected grid outage.

Peak: Highest electric power price

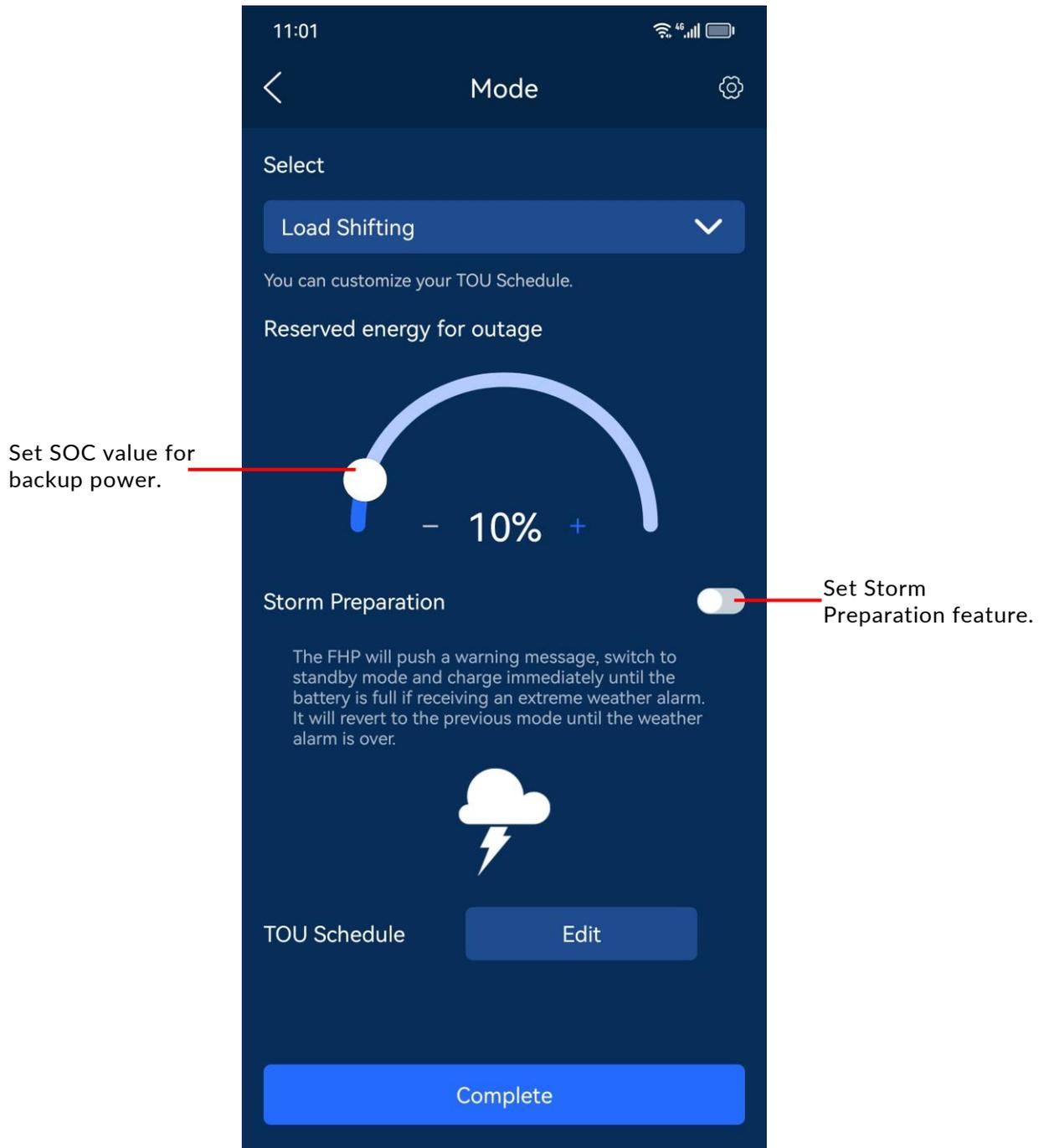
Valley: Lowest electric power price

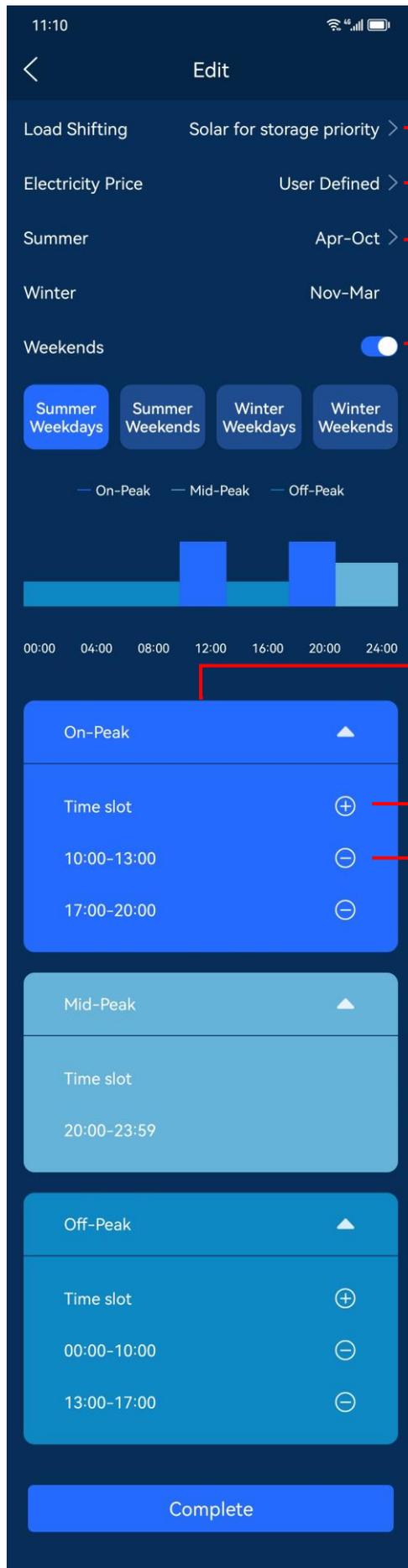
Normal: The rest hours

Load Shifting provides users with two options:

- Solar power to storage first
- Solar power to family loads first

FHP \ Priority		Solar power to storage first	Solar power to family loads first
		Charging	Peak
Off-Peak	The solar power will be prioritized to charge the FHP, while the excess will power the home.		
Discharging	Peak	Power supply priority: Solar -> FHP -> Grid	
	Off-Peak	The solar system will power the home when solar is sufficient. Otherwise, the aPower X supplies additional power depending on demand.	Smart power supply based on loads.





Select TOU plan.

Select Electricity Price.

Set the summer months.

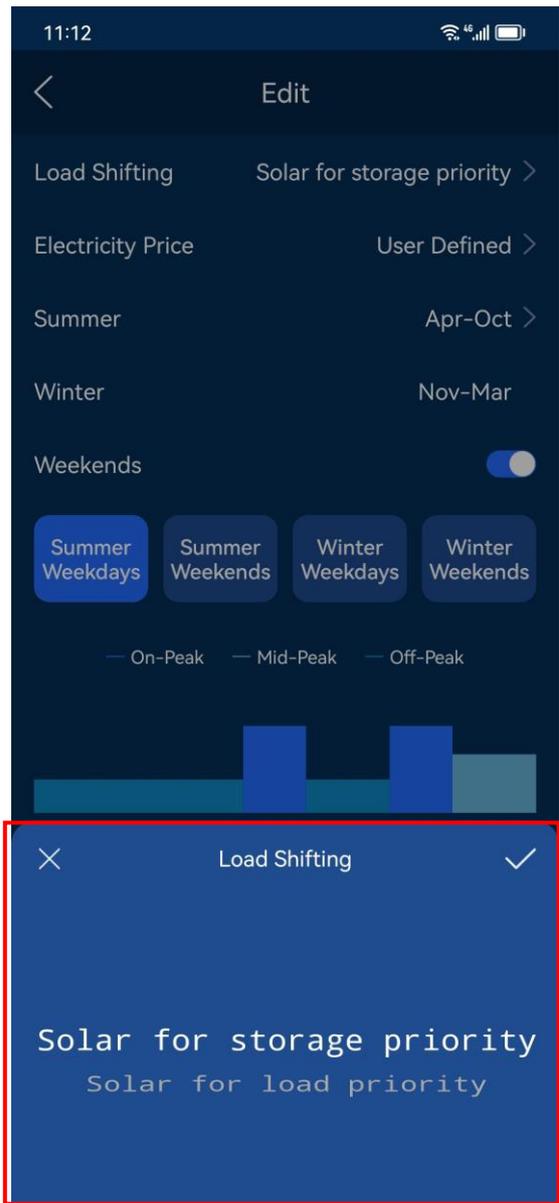
Enable weekends and weekdays settings.

Set peak, shoulder, off-peak periods.

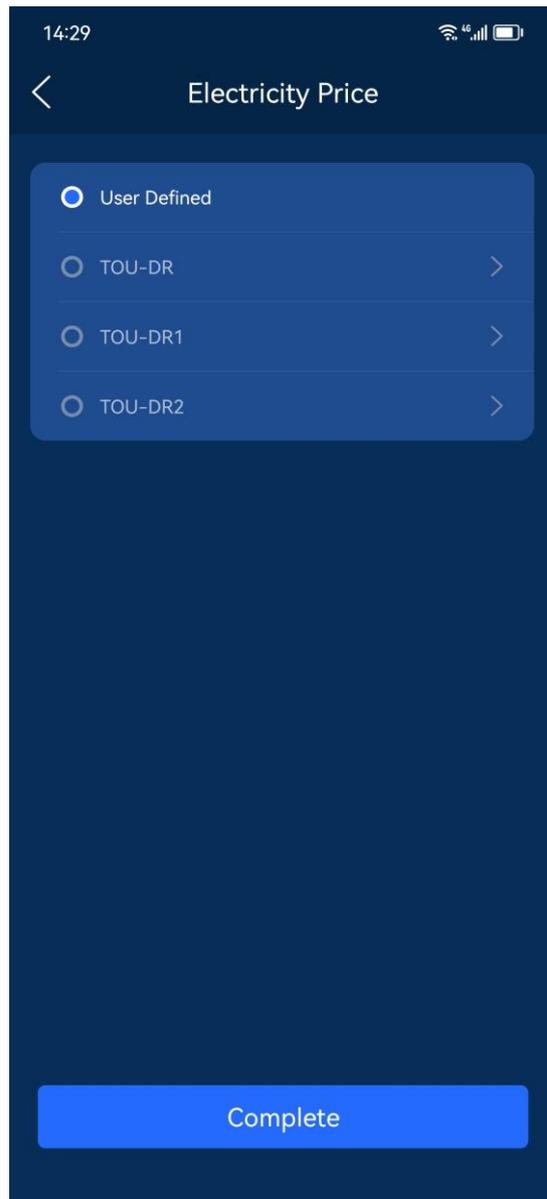
Click the sign to add defined period.

Click the sign to delete previously set period.

Select the TOU plan: Solar for Storage priority



Select Electricity Price



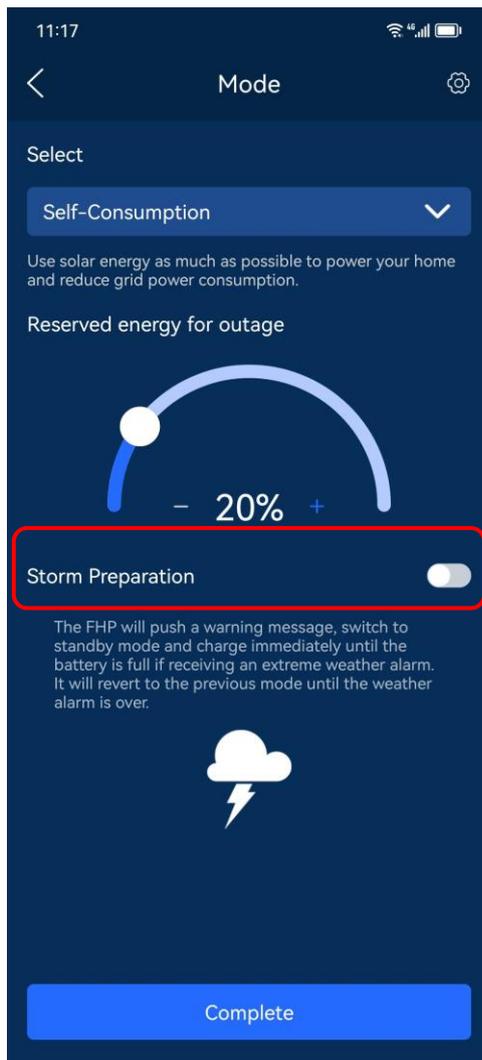
Set the summer months



Storm Preparation

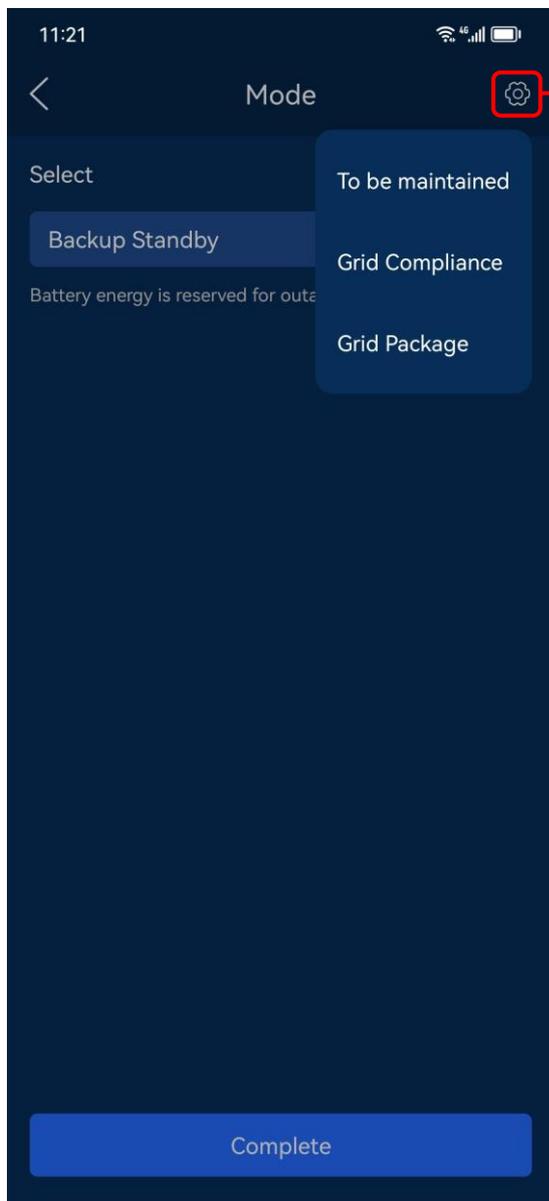
The Storm Preparation feature may be enabled under both the Self-Consumption and Load Shifting modes.

Once the feature is enabled, when an extreme climate event occurs, the FranklinWH app will receive the weather forecast from the local authority, send a warning message via the app, and then the FHP system will automatically enter the backup mode. When the extreme weather arrives, the FHP will power household loads, and when the extreme weather is over the FHP will restore the previous settings.



To be maintained, Grid Compliance, and Grid Package

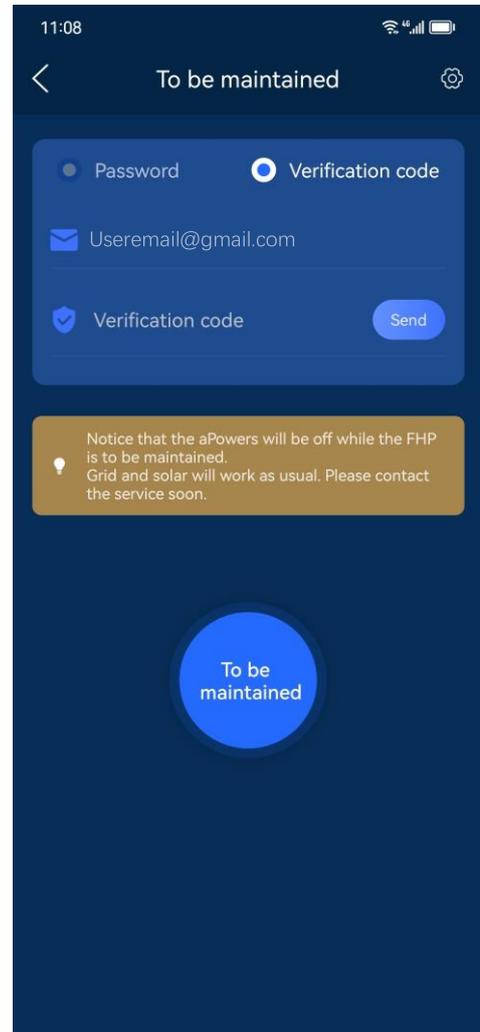
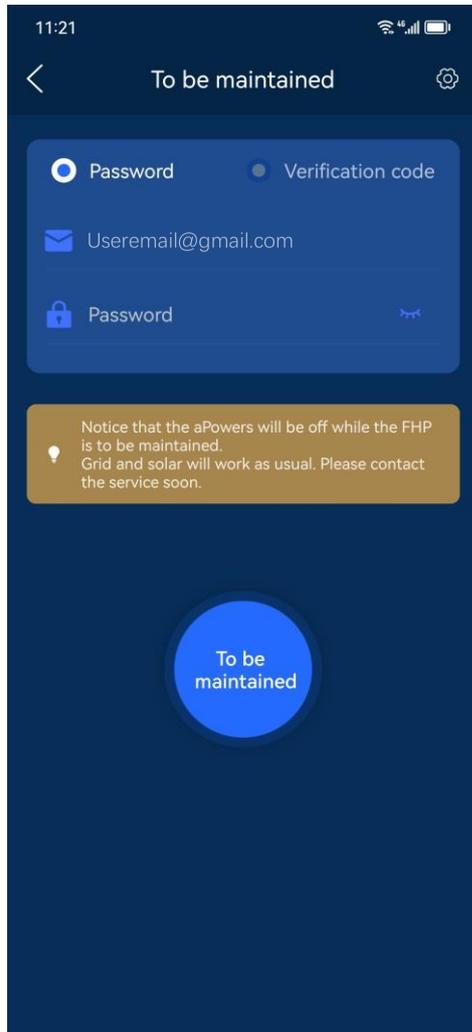
Click the setting sign in the upper right corner to enable the **To be maintained**, and to check the **Grid Compliance** and **Grid Package** details.



Click the sign to expand the menu and browse the sections.

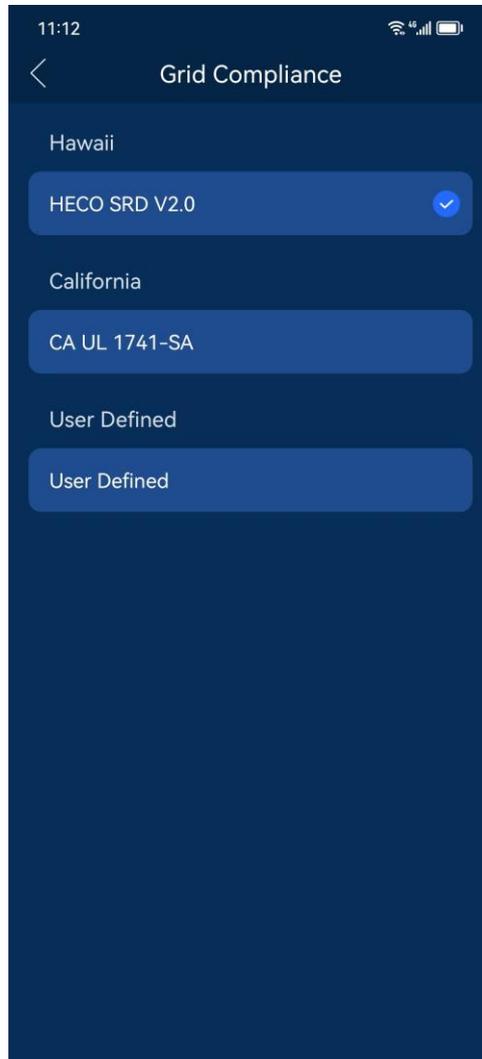
To be maintained

Click **To be maintained** to enter **To be maintained** page. When FHP system needs maintenance or replacement, you can enable the **To be maintained** mode by verifying your identity via your email and password or verification code. Once this mode is enabled, the aPower X will immediately stop running, at the same time, solar and grid can also normally supply power to the home.



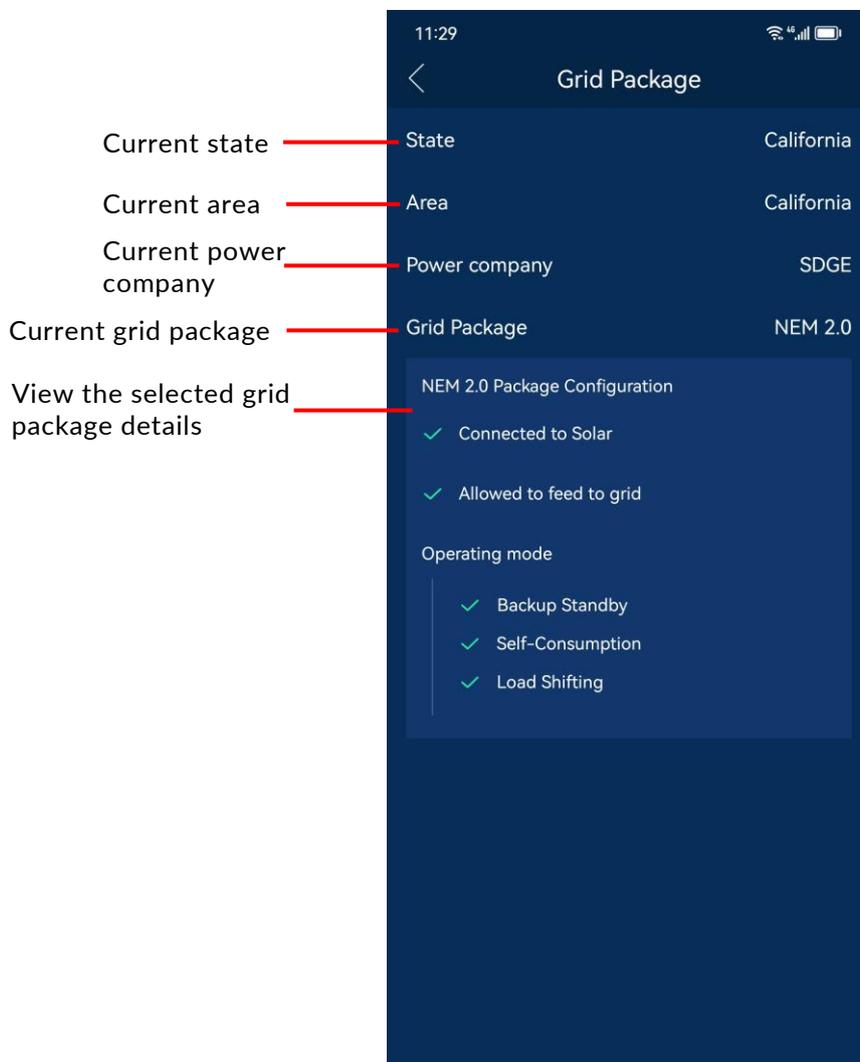
Grid Compliance

Click **Grid Compliance** to view the Grid Compliance parameters and provide such information to the grid company for inspection.



Grid Package

Click **Grid Package** to view the current grid package: whether solar system is connected, whether it is allowed to feedback power to the grid, and the possible FHP working modes.



Smart Circuits

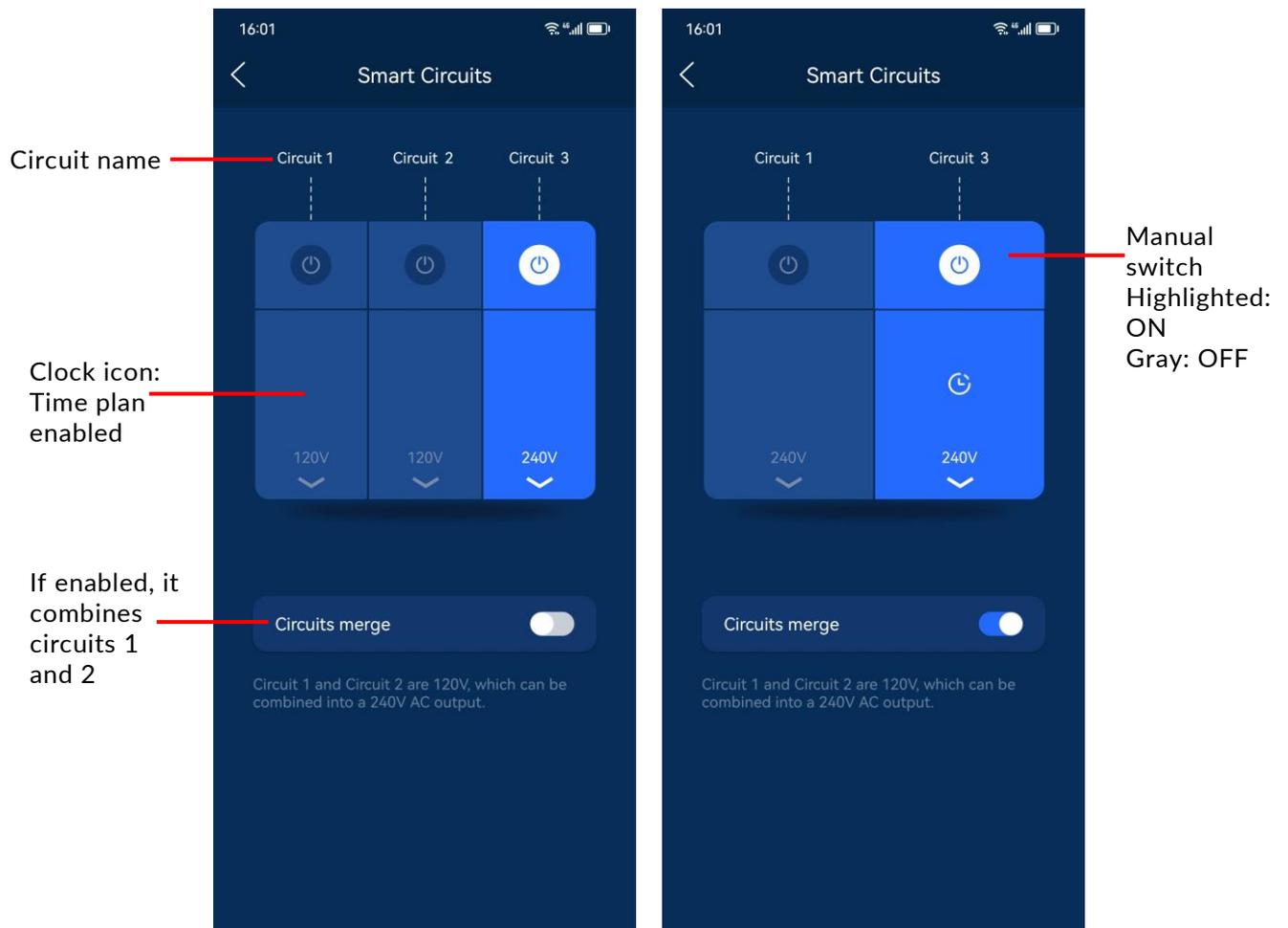
Click **Smart Circuits** to access the Smart Circuits settings page where you can set up a dedicated power supply plan for each Smart Circuit.

If the manual switch is highlighted, it indicates that the corresponding circuit is operating. If the switch is gray, it indicates that the circuit is disabled. Click the button of the corresponding load module to enable or disable a circuit, then click to set the dedicated power plan for that circuit.



NOTE

The Circuit Merge setting must be consistent with the physical electrical wiring of FHP.



You can customize the name of a Smart Circuit, with a maximum length of 20 characters. When the power level drops to the minimum SOC, the circuits will be automatically disconnected to reduce the power consumption.

In your power schedule, you can set up the cycle period, start date, and actuation time, so that your system can work intelligently to satisfy your power consumption needs.

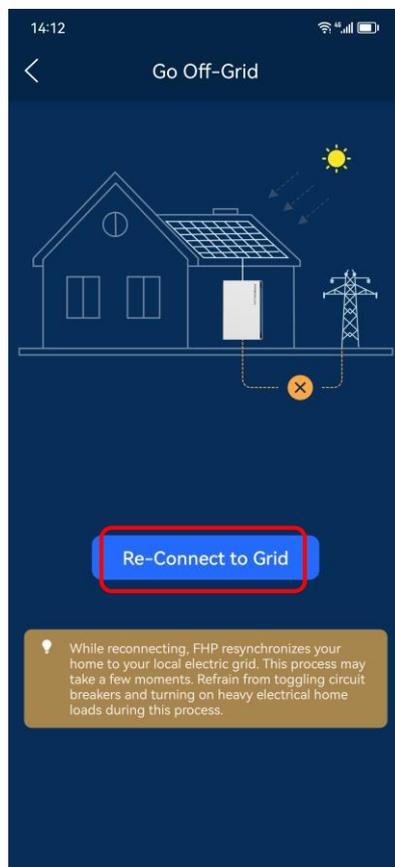
The screenshot shows the 'Circuits 1' configuration screen in the FranklinWH app. The interface is dark-themed with blue accents. At the top, the time is 13:37 and the title is 'Circuits 1'. Below the title, there are several settings sections:

- Circuits 1**: A blue edit icon (pencil) is on the right. A red line points to it with the text: "Click to modify the circuit name."
- SOC Threshold**: A toggle switch is turned on. A red line points to it with the text: "Lowest SOC, below which the circuit will be disconnected." To the right of the toggle is a dropdown menu showing "20 %".
- Timing scheduling Enable**: A toggle switch is turned on. A red line points to it with the text: "Enable schedule."
- Cycle interval**: A dropdown menu shows "1 Day". A red line points to it with the text: "Cycle Length: 0 to 60 days."
- Starting Date**: A dropdown menu shows "2022-08-06". A red line points to it with the text: "Set start date for the cycle."
- Execution Time**: A plus icon (+) is on the right. A red line points to it with the text: "Add a new time. Maximum of two allowed." Below this are two time slots, each with a start and end time and a trash icon:
 - Slot 1: Start 22:00, End 01:00 Next day
 - Slot 2: Start 06:00, End 09:00 Next day

At the bottom of the screen is a large blue button labeled "Complete".

Go Off-Grid

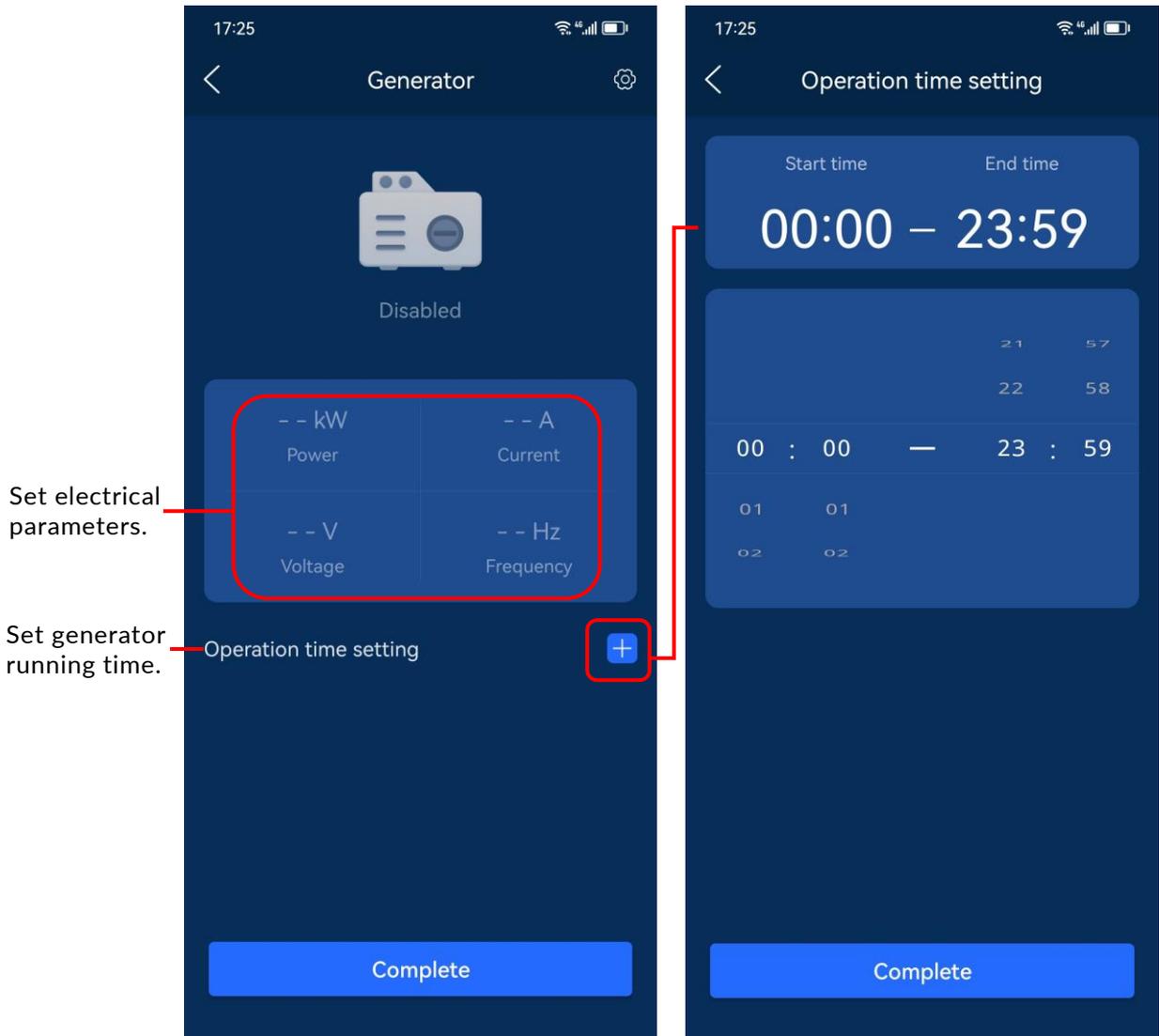
Click **Go Off-Grid** and connect the FHP hotspot to disconnect your home from your local electric grid. When the phone access to the internet, click **Re-Connect to Grid** to FHP resynchronizes your home to your local electric grid.



Generator

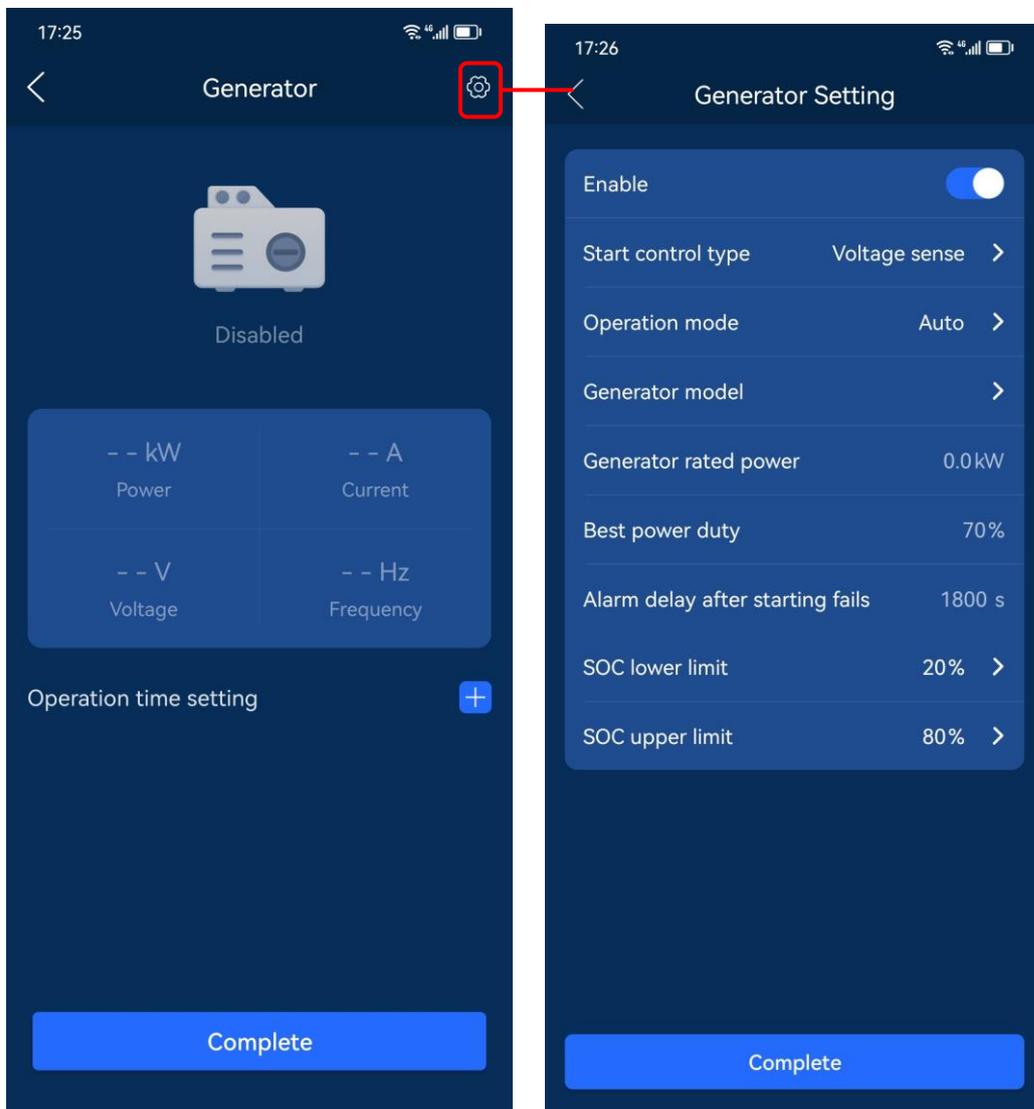
Click **Generator** to view and manage the generator settings. You can set the output power, current, voltage and frequency of the generator.

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

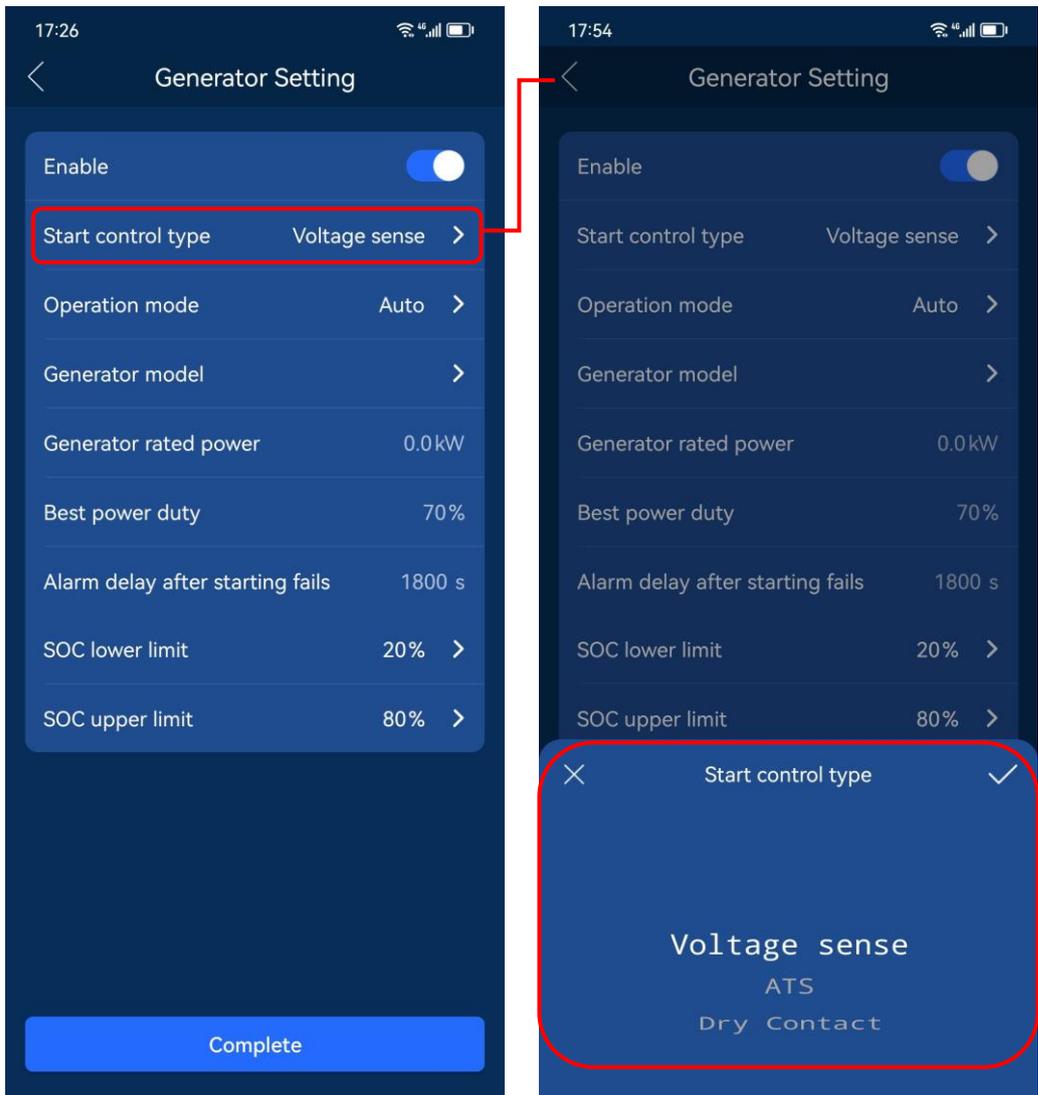


Click the setting icon in the top right corner to enter the **Generator Setting** page. In this page, you can enable the settings **Start control type**, **Operation mode**, **Generator model**, and **SOC low limit** and **SOC upper limit**.

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.

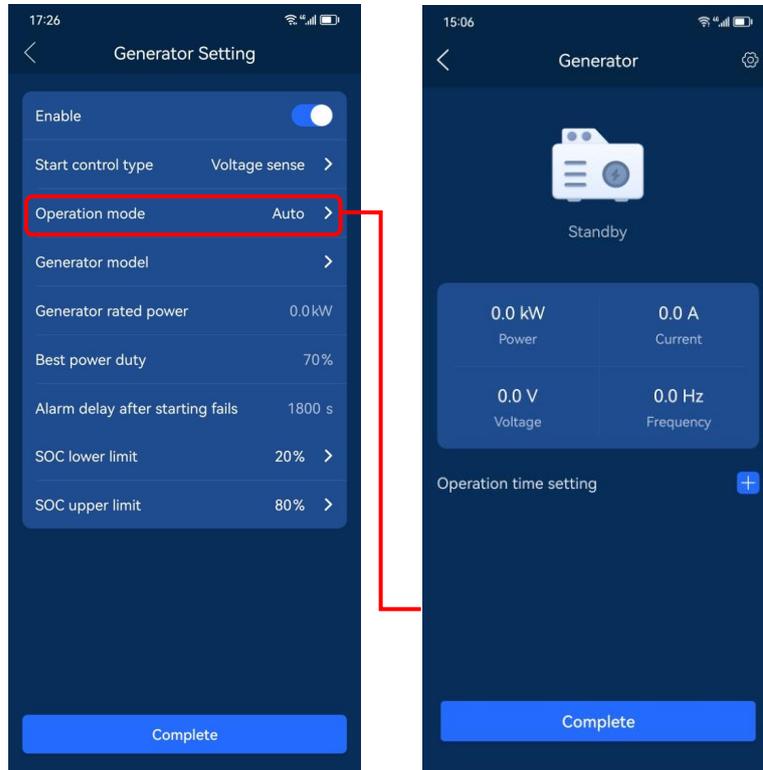


Click **Start control type**, then select a control type from the option box. There are three options, Voltage sense, ATS, and Dry Contact.

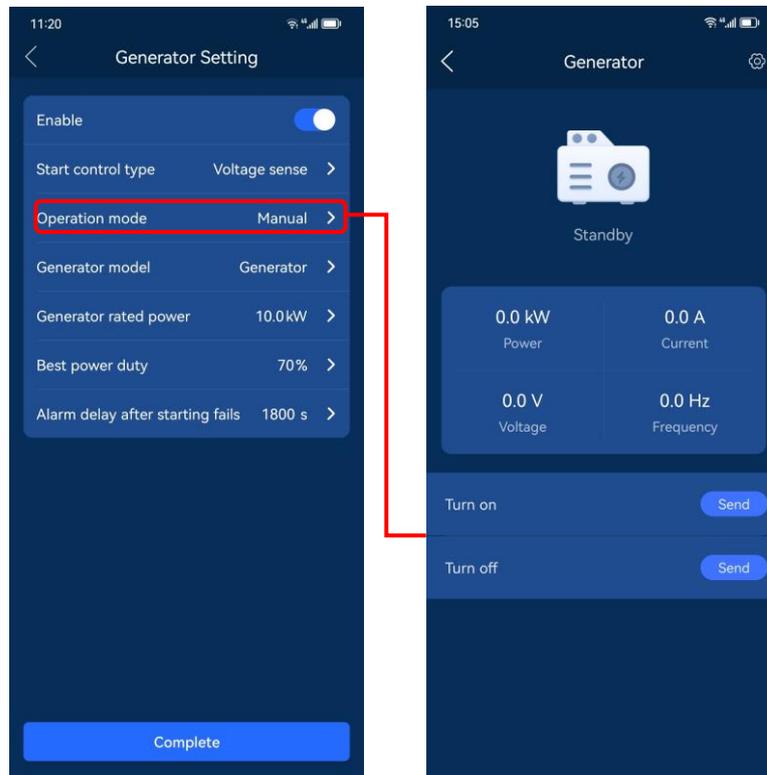


Click **Operation mode** bar, then select an operation mode from the option box. There are two options:

- **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 shut down the generator.



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 **Load Shifting** 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.

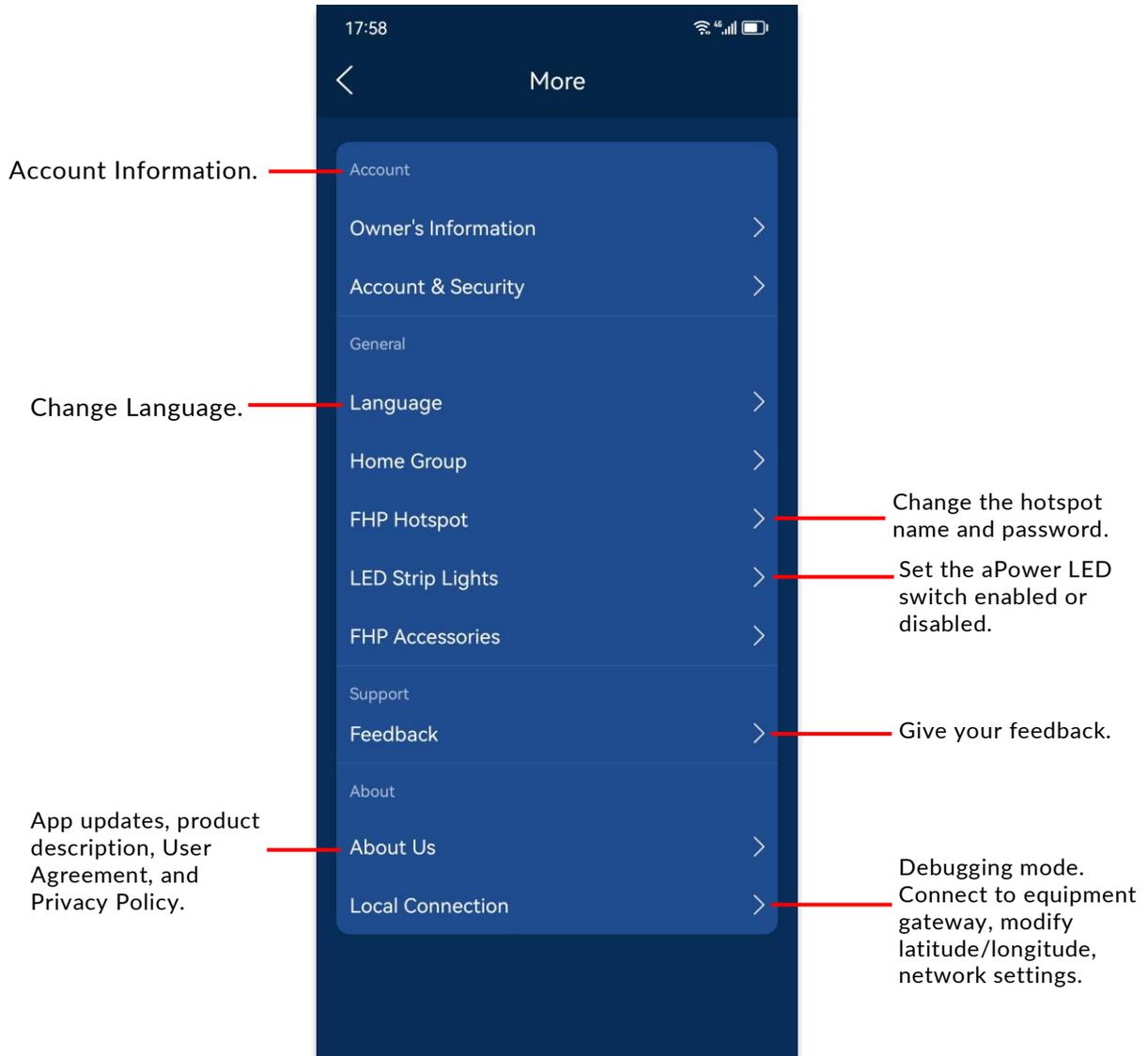
Average Load: Maximum estimated time length, if the electricity is consumed at the average load in last 72h.

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

Events	Total
43	381h34min28s
2022-12-02 15:03:15	0h 11min 30s
2022-12-02 14:54:30	0h 6min 44s
2022-12-02 14:48:39	0h 2min 34s
2022-12-02 10:03:54	4h 43min 12s
2022-11-19 17:59:58	40h 47min 20s
2022-11-19 17:44:31	0h 11min 8s
2022-11-19 16:15:18	0h 4min 43s
2022-11-19 10:04:30	5h 58min 31s
2022-11-18 17:00:27	0h 19min 44s
2022-11-18 16:51:25	0h 5min 18s
2022-11-18 16:24:19	0h 21min 23s
2022-11-18 15:51:21	0h 23min 22s

More

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



Owner's Information

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

Account & Security

Click **Account & Security** to view the current account information and to modify the user password.

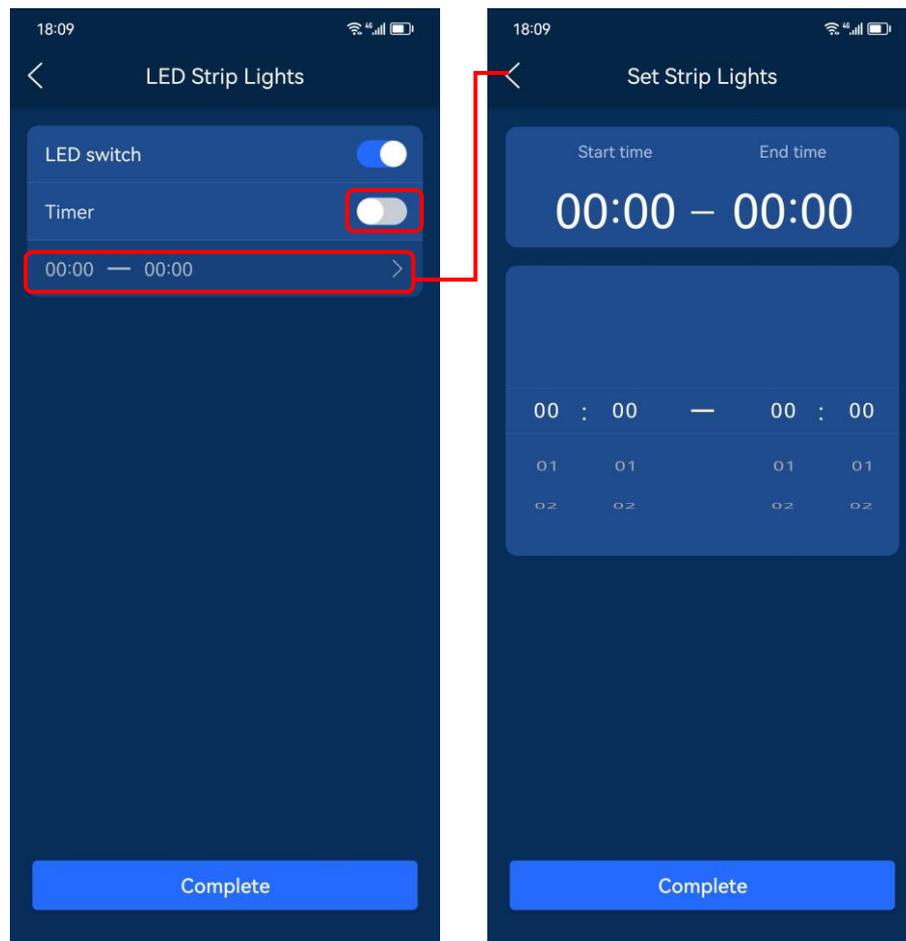
Home Group

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

LED Strip Lights

You can set the aPower LED Strip Lights switch to be enabled or disabled. 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 period time by using the slider to the right of **Timer** and entering the time period.

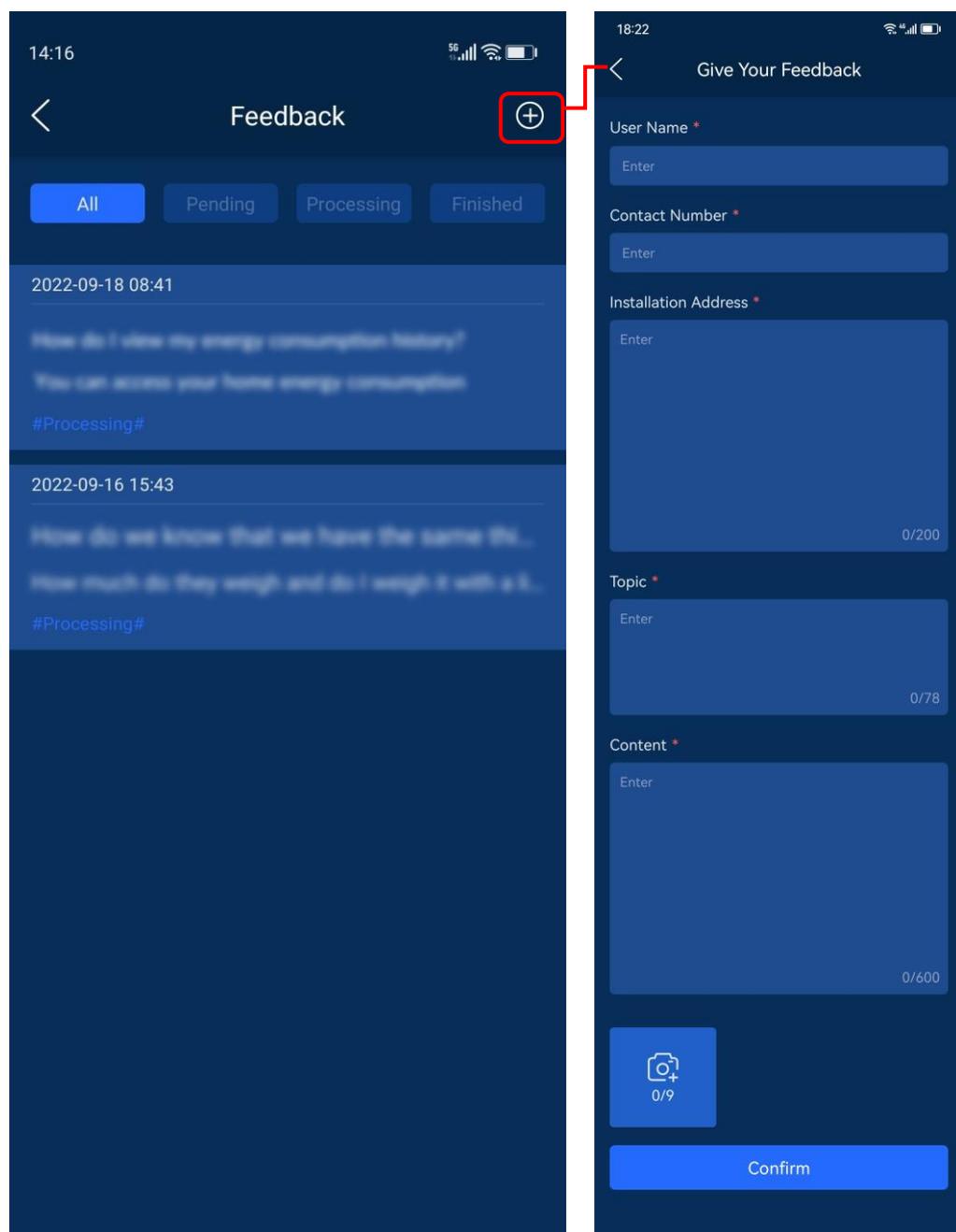


FHP Accessories

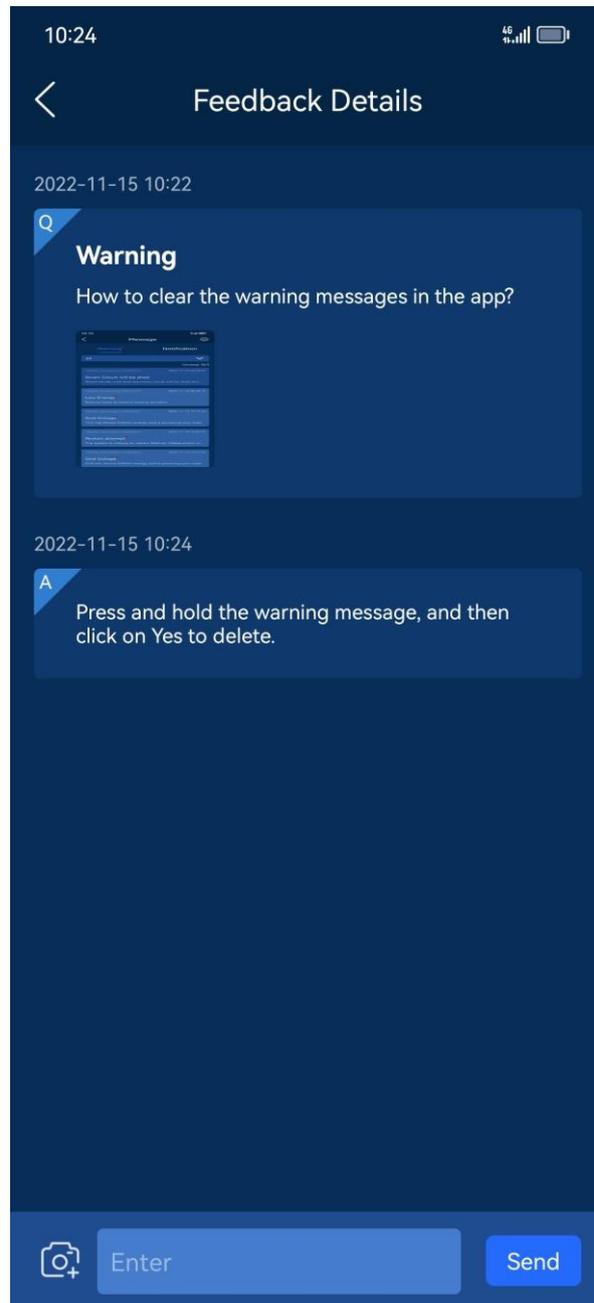
Click **FHP Accessories** to view or bind the serial number of the Smart Circuit Module and the Generator Module to the aGate X.

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 **User Name**, **Contact Number**, **Installation Address**, **Topic**, and **Content**. You could also upload pictures as a supplement. After finishing, tap **Confirm** to submit it.

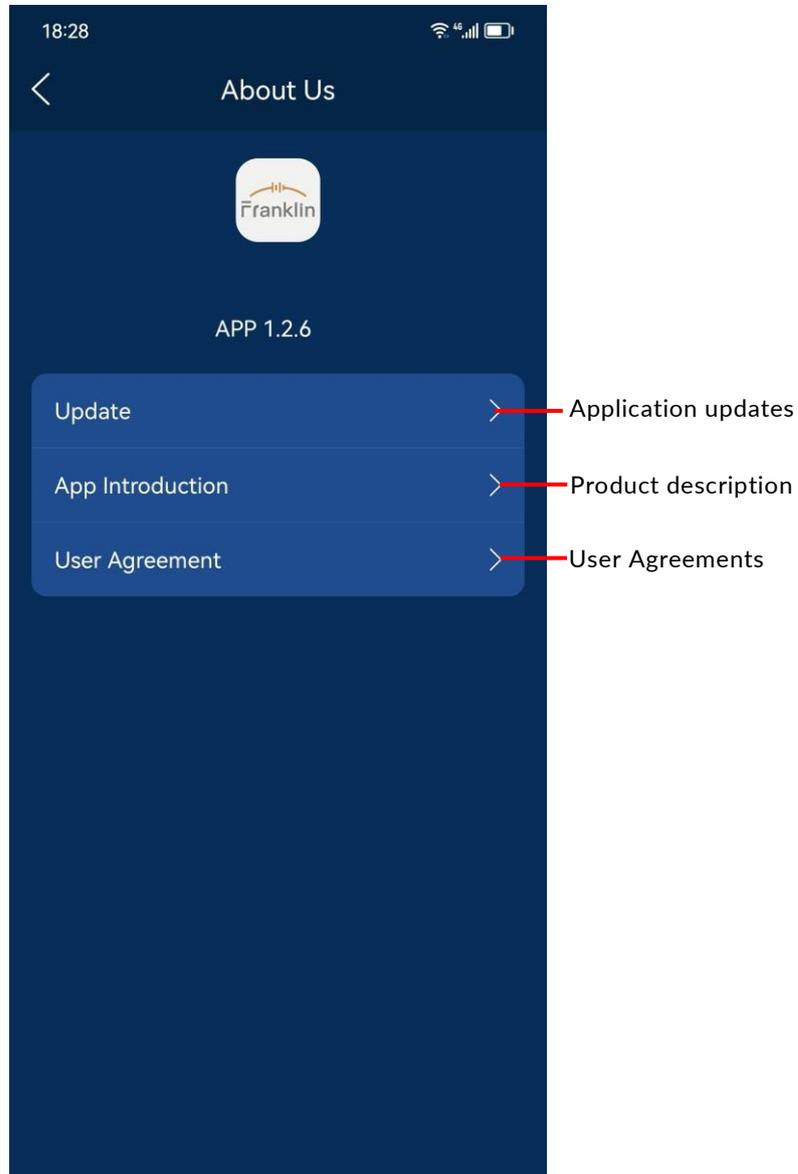


Click each submitted feedback displayed in the **All** page to check the progress.



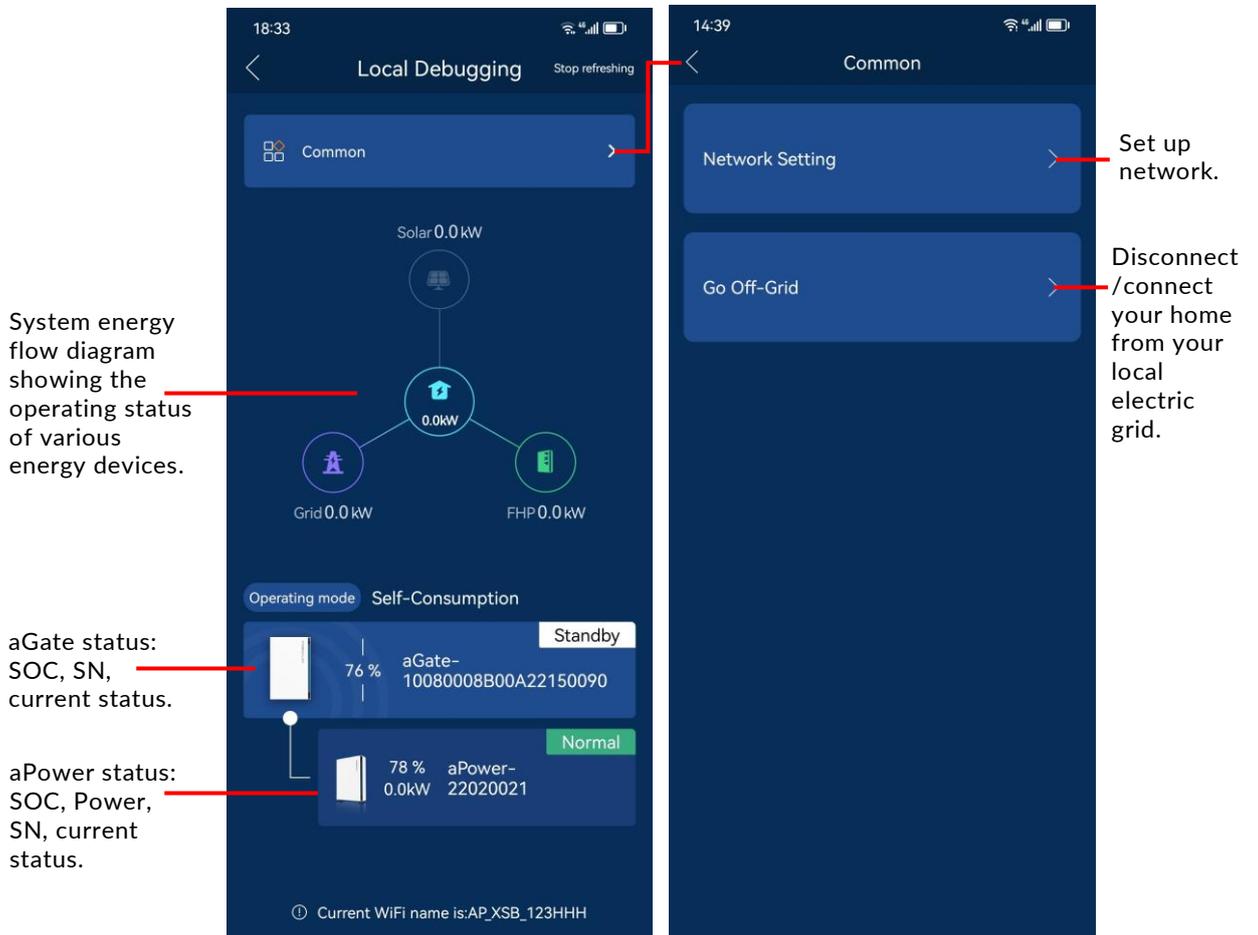
About Us

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.



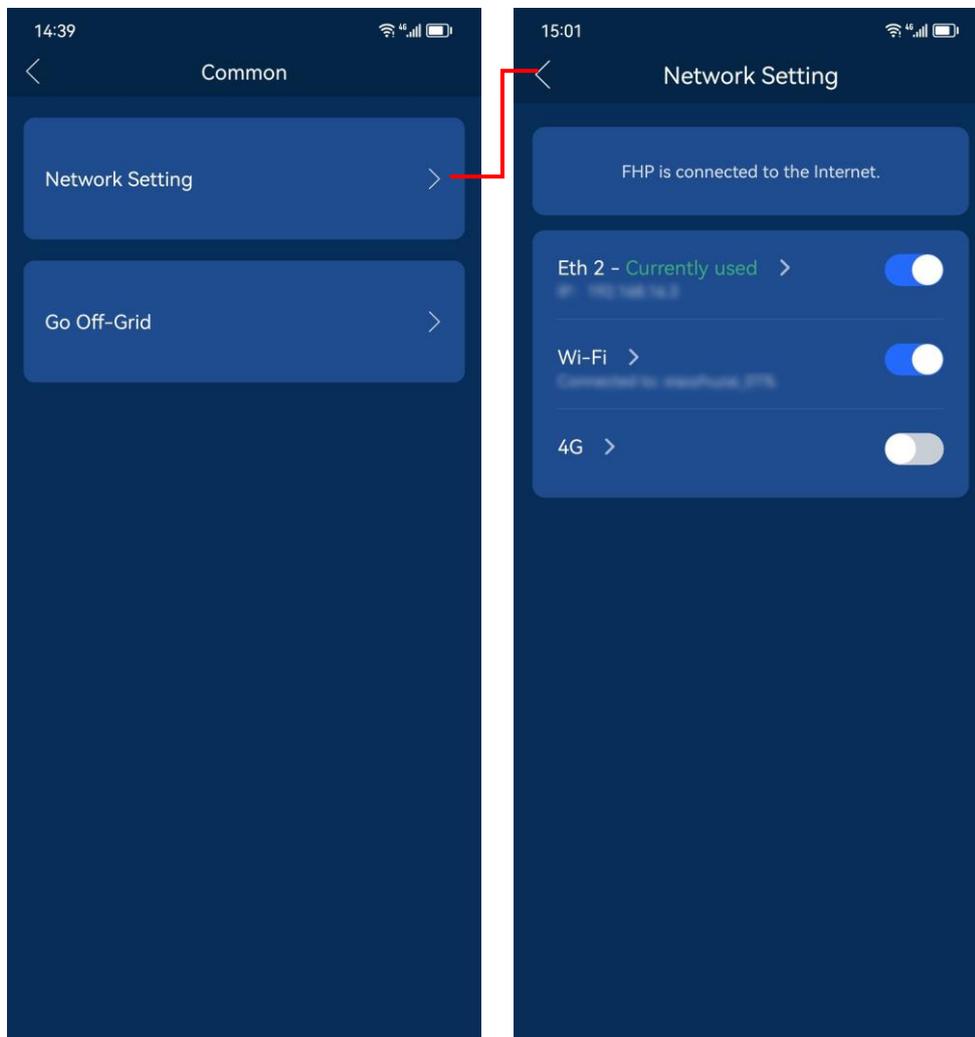
Local Connection

You can check the current system energy flow chart and the working status of various sources, and check the status information of your aGate X and aPower X units. You can also set up networking parameters for the equipment and disconnect/connect your home from your local electric grid.

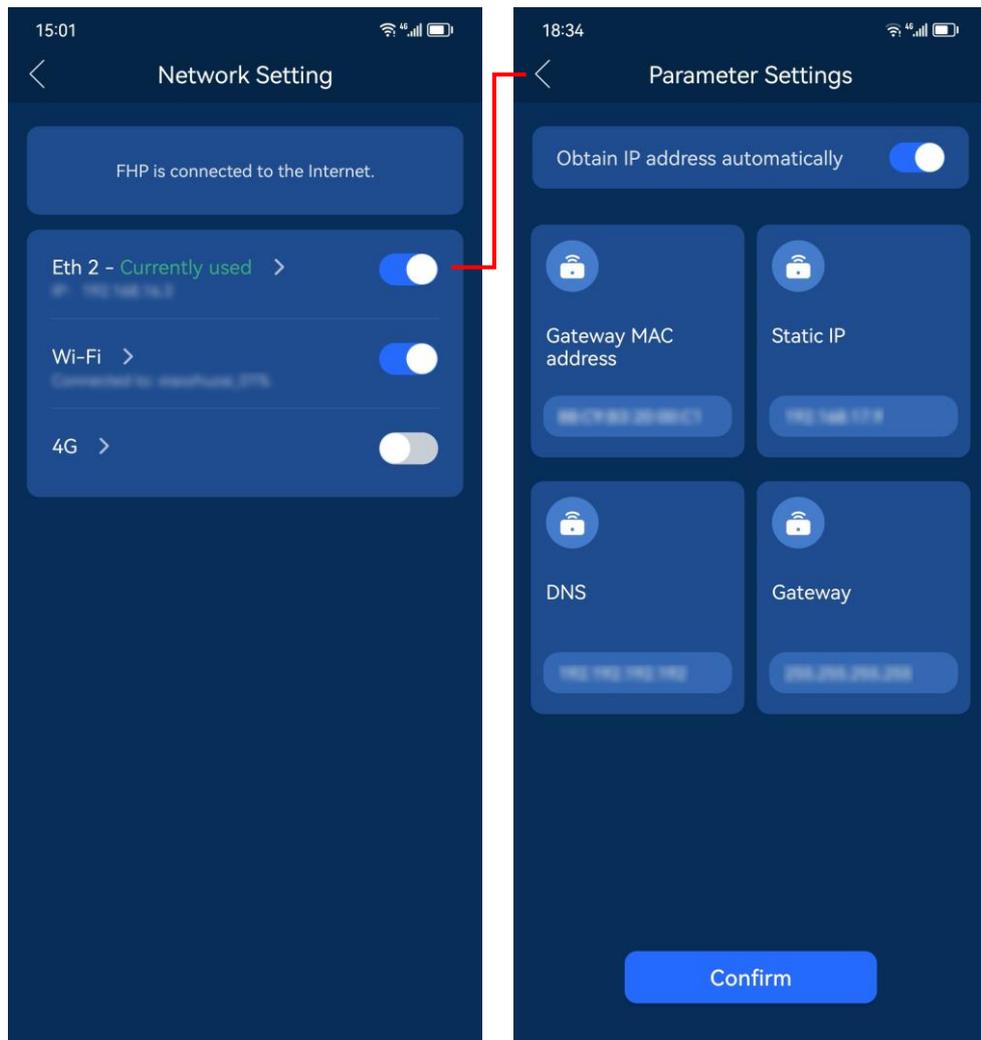


Network Setting

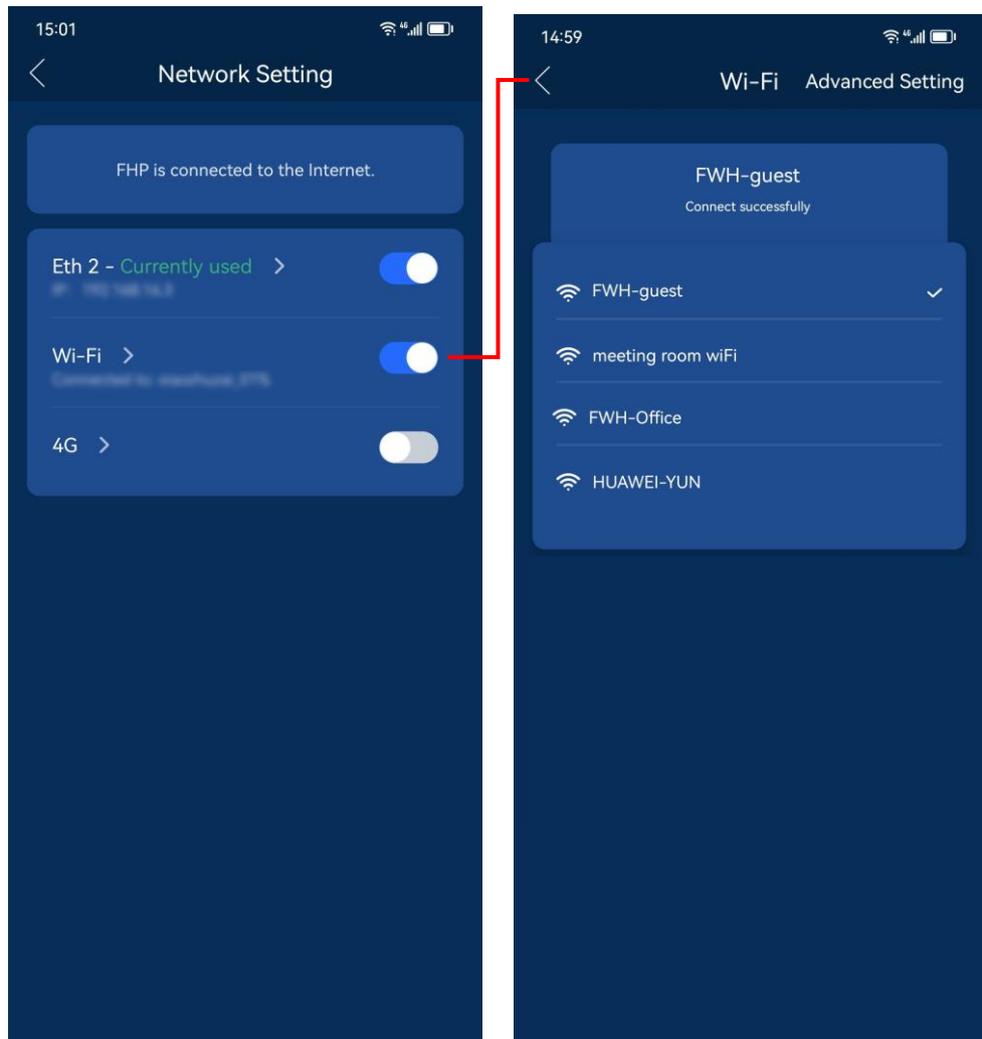
Click **Network Setting** to access the network setting page. If all networking methods have been enabled, the equipment will choose the network following the precedence order of "Ethernet - Wi-Fi - 4G".



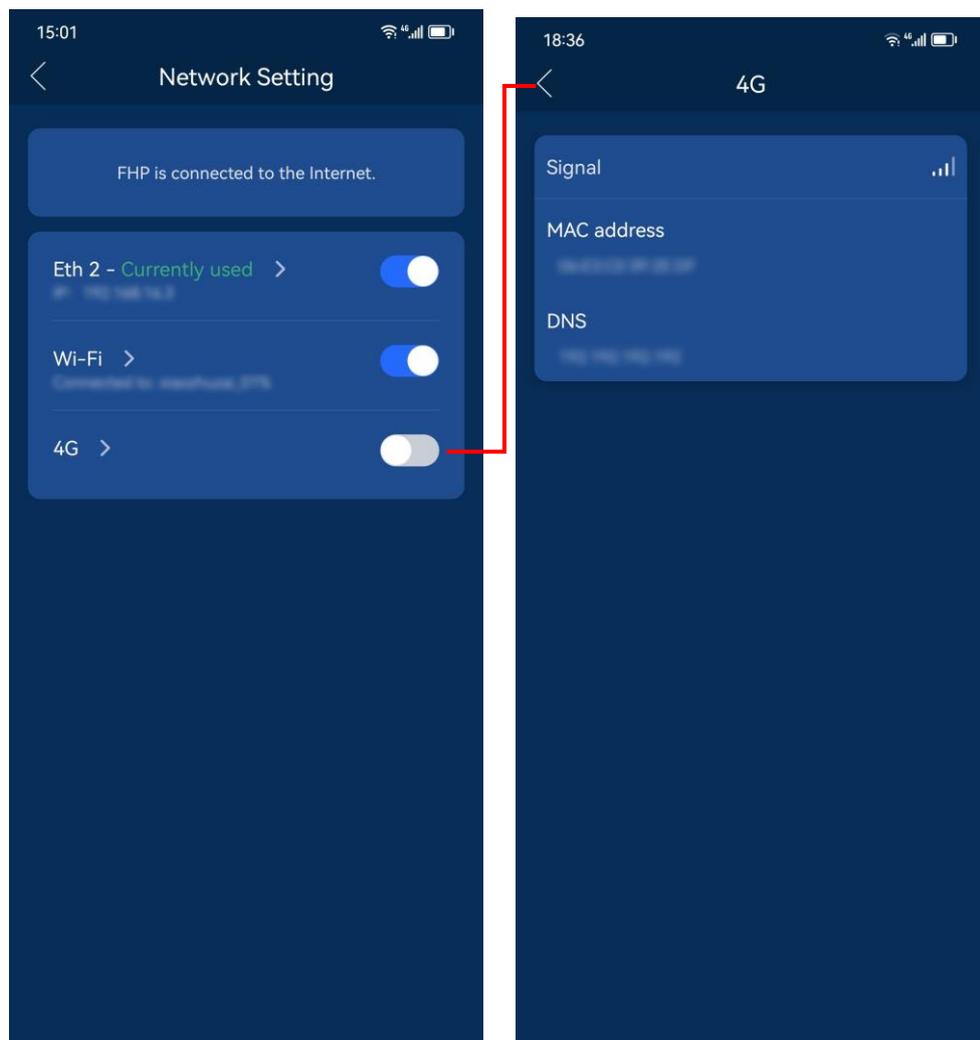
Click **Eth 2** to access the Ethernet setting page.



Click **Wifi** to access the wifi setting page.



Click **4G** to access the 4G settings page.



Sign out

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