



## FranklinWH App User Manual

Version 1.9.0

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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 **FranklinWH 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.

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## Product Information

The Franklin Home Power (FHP) 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,

For US users please send us an email at: [service@franklinwh.com](mailto:service@franklinwh.com)

For Australia user please send us an email at: [service-au@franklinwh.com](mailto:service-au@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.

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**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.

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To download the FranklinWH App, visit the [App Store](#) or [Google Play](#):

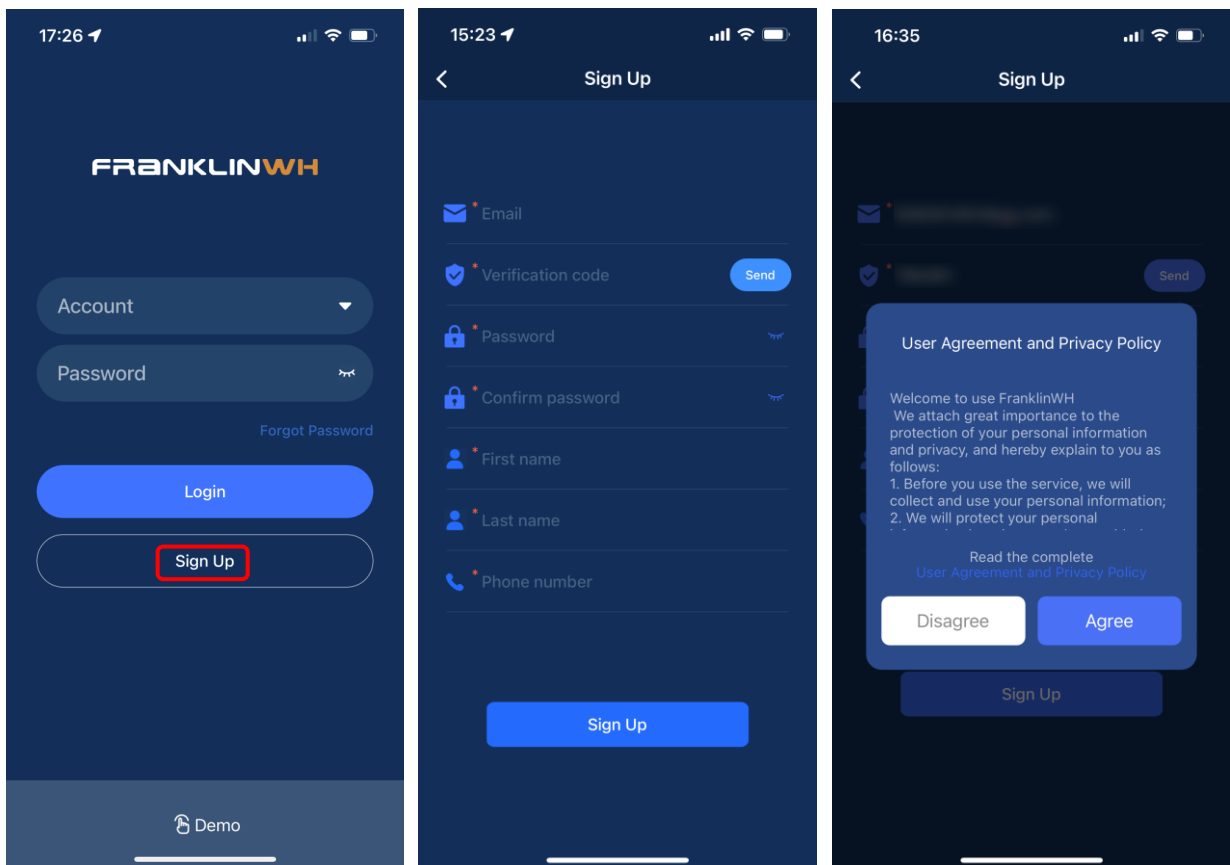


The following operation applies to the FranklinWH App, Version. 1.9.0.

## Login Page

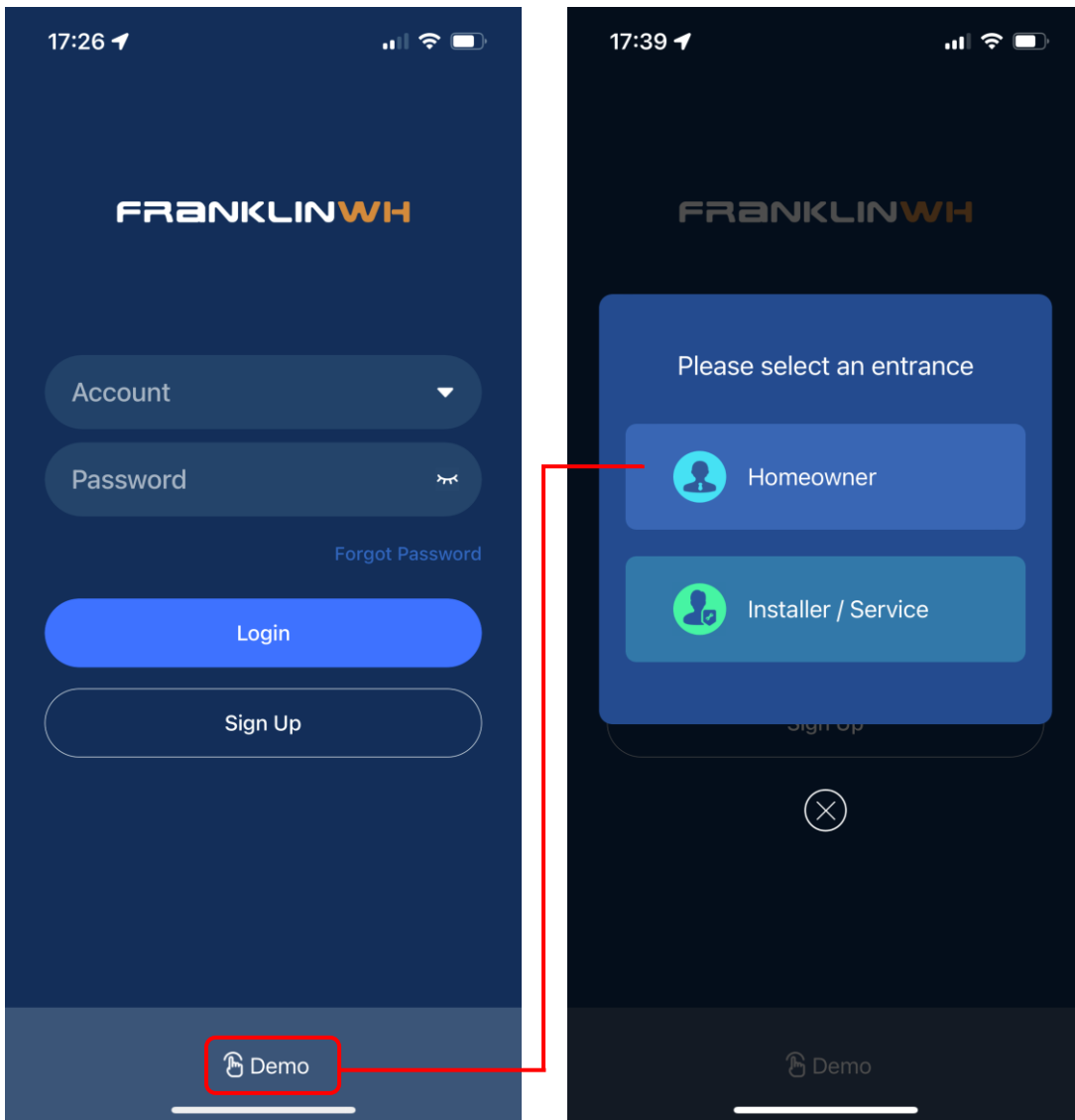
### Sign up

You must 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** 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 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 household.

The screenshot shows the 'Now' view of the FranklinWH app. At the top, there's a status bar with the time 18:05 and signal strength. Below that, the app title 'FHP' is centered. There are two tabs: 'Now' (selected) and 'Today'. A central energy flow chart shows 'Solar 0.0kW' at the top, connected to a central house icon labeled '0.0kW'. Below the house icon are 'Grid 5.0kW' on the left and 'Generator 0.0kW' on the right. At the bottom of the chart is 'FHP -5.0kW'. Below the chart, a battery icon shows 'Charging' and '45%'. At the bottom, there are four horizontal bars for 'Solar', 'FHP', 'Grid', and 'Generator' with a time axis from 12am to 6pm. A 'Backup Left >72h' indicator is at the very bottom.

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

Click the message icon to enter the notifications page

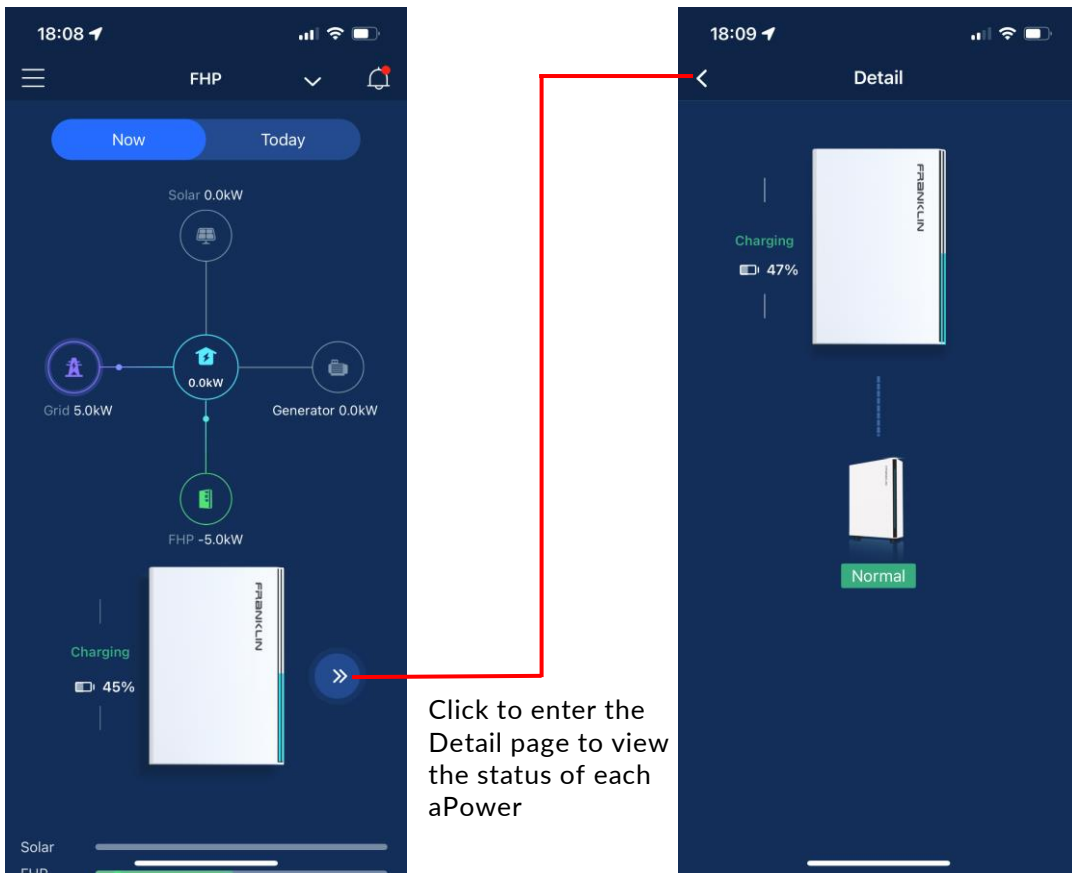
Click here to switch to the **Today** option, which displays load, power and kWh data for various power sources

System energy flow chart shows the status of various power sources

FHP current status and SOC

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

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



|                             | Icon | Meaning     | Colored | Colorless               | Positive value          | Negative value |
|-----------------------------|------|-------------|---------|-------------------------|-------------------------|----------------|
| <b>Power Flow interface</b> |      | 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

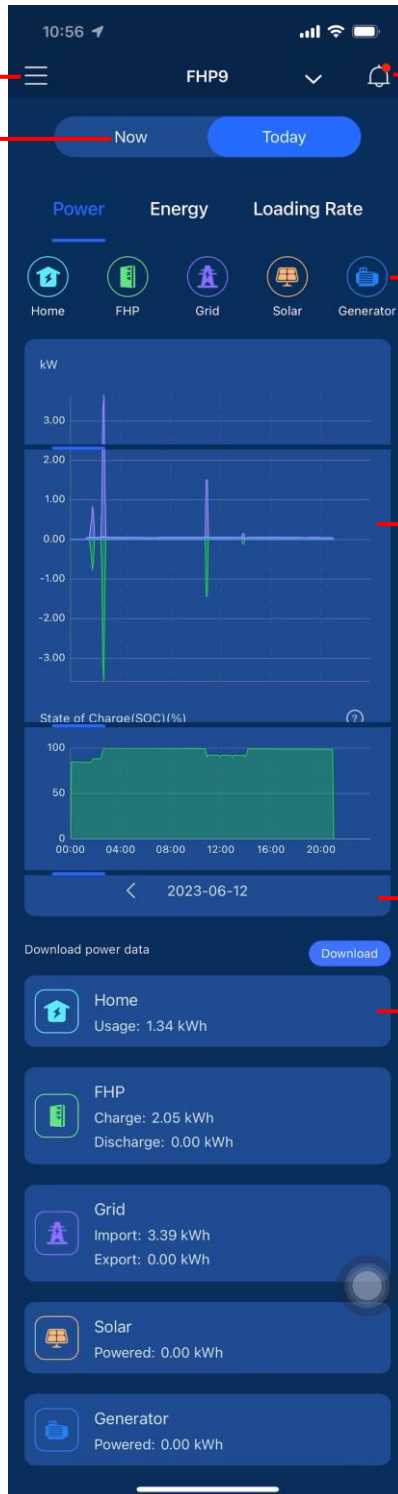
Click the message icon to access the message and notifications page

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

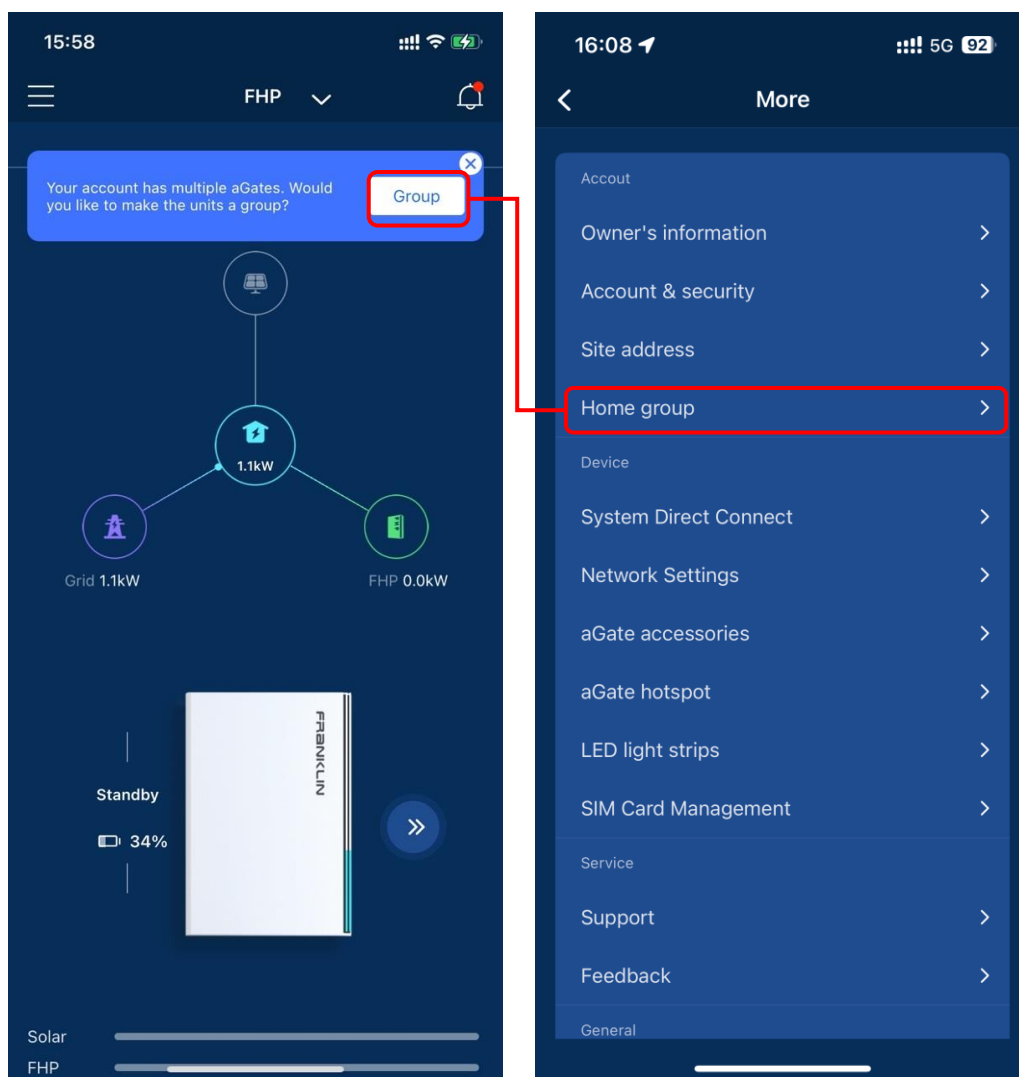
Power used by house loads



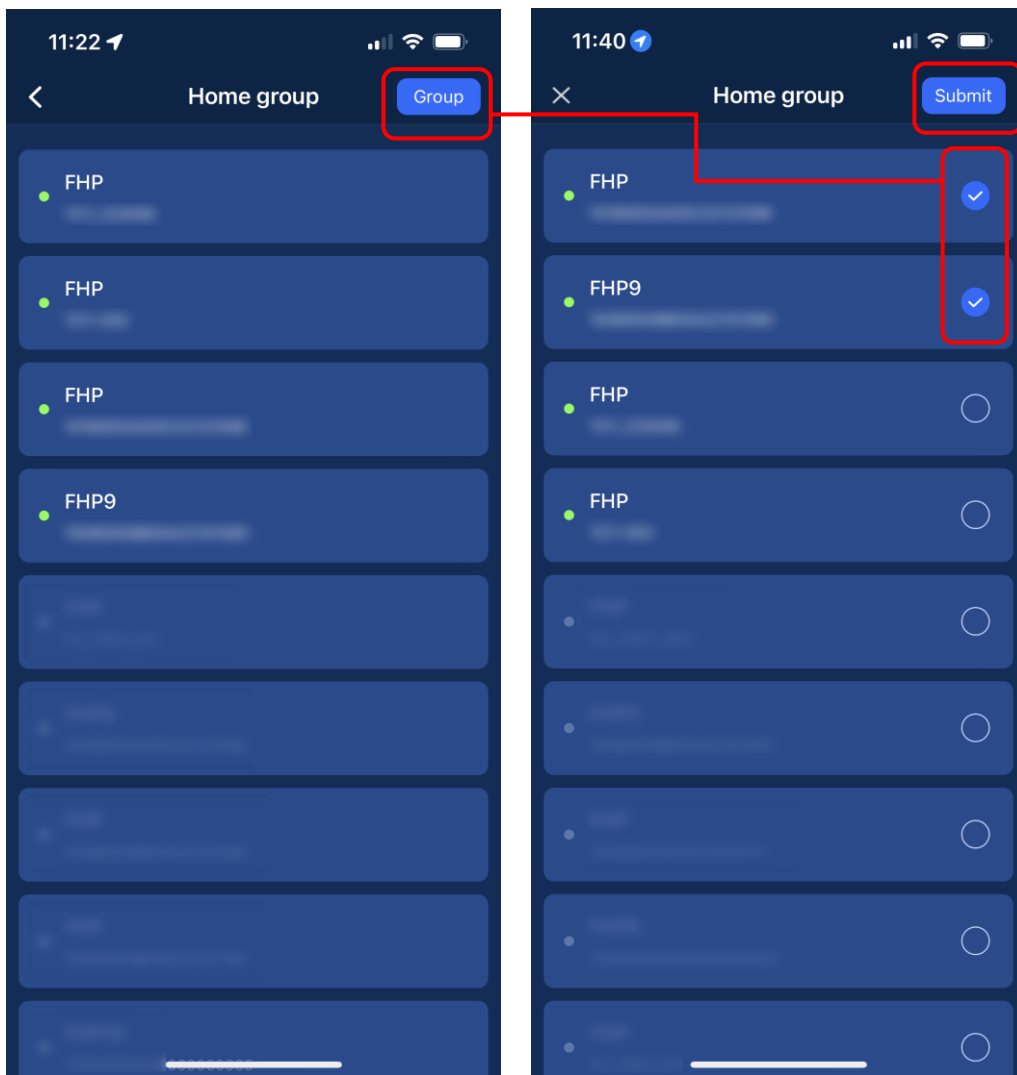
## Multiple aGates bound to a household account

When multiple aGates are bound to the 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?”

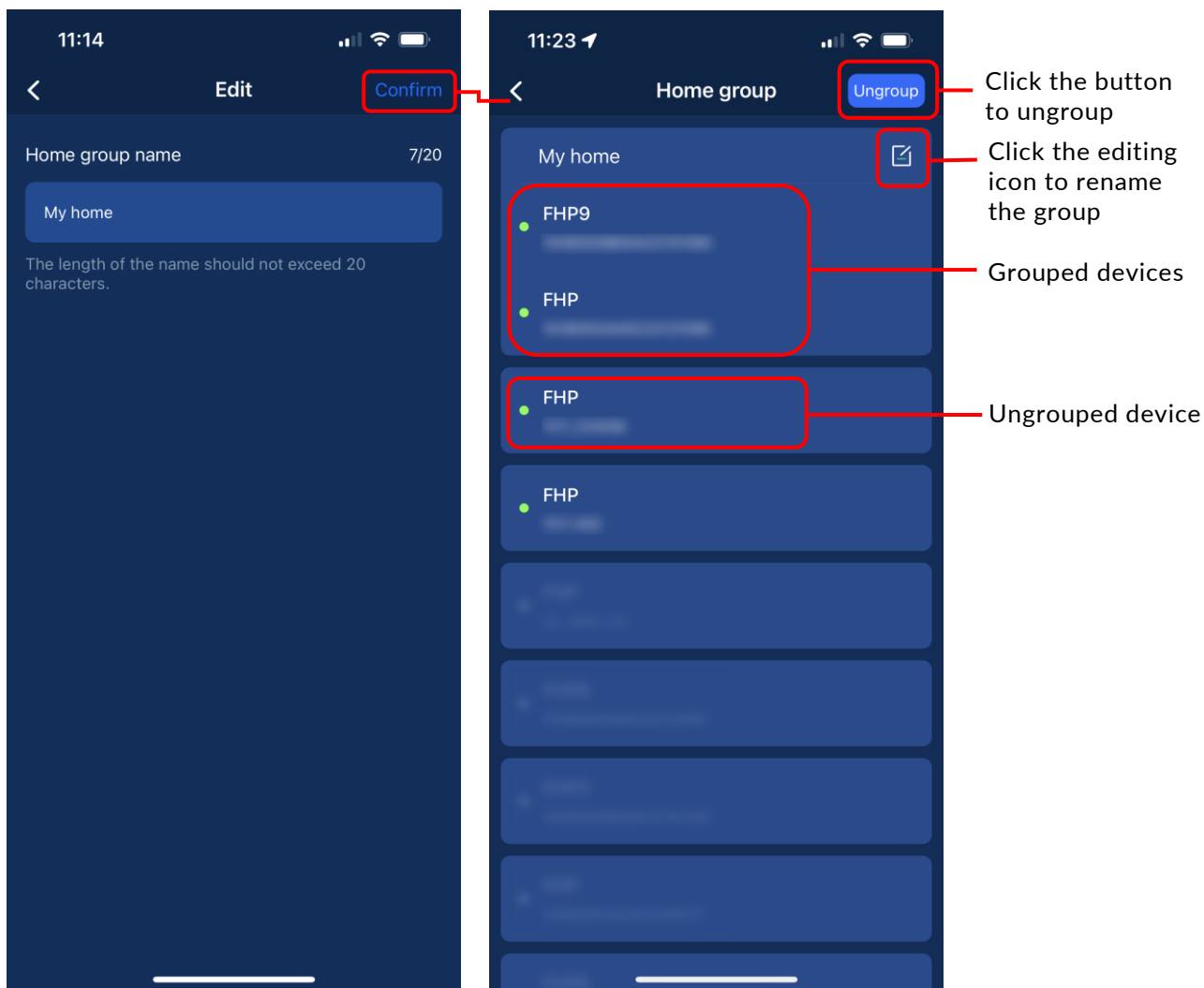
Click **Group** button to the **More** page. Select Home Group to view the aGate list under the user account (shown in the next page).



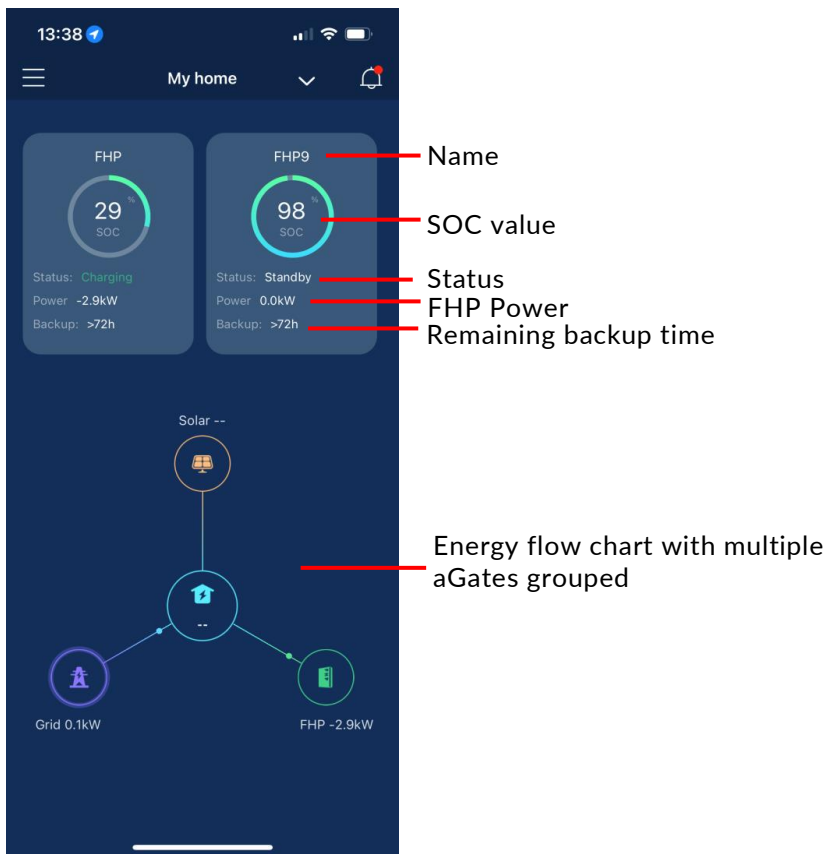
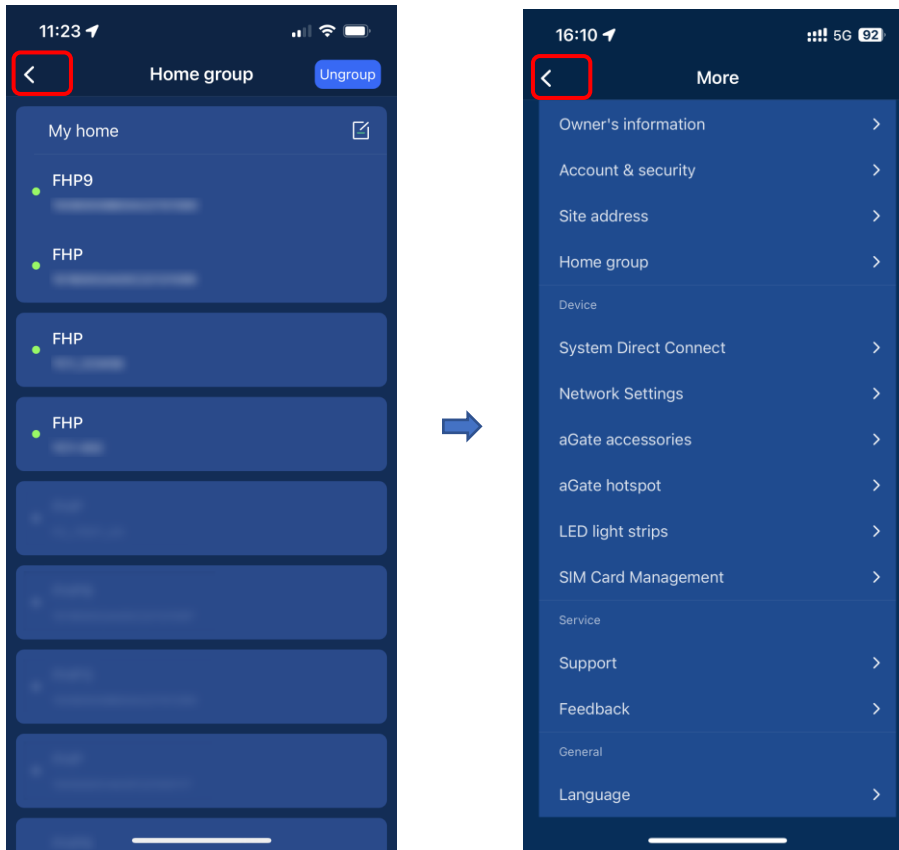
Click the **Group** button on the top right corner then, according to serial number of each aGate, select which devices you want to group. After finishing click the **Submit** button on the top right corner.



Enter a group name. The group name and information will be displayed on the Home Group page where you can rename the group or ungroup as needed.



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 aGates are grouped, you can enter the home page of each aGate in two ways: 1) Click each aGate displayed in the box in 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

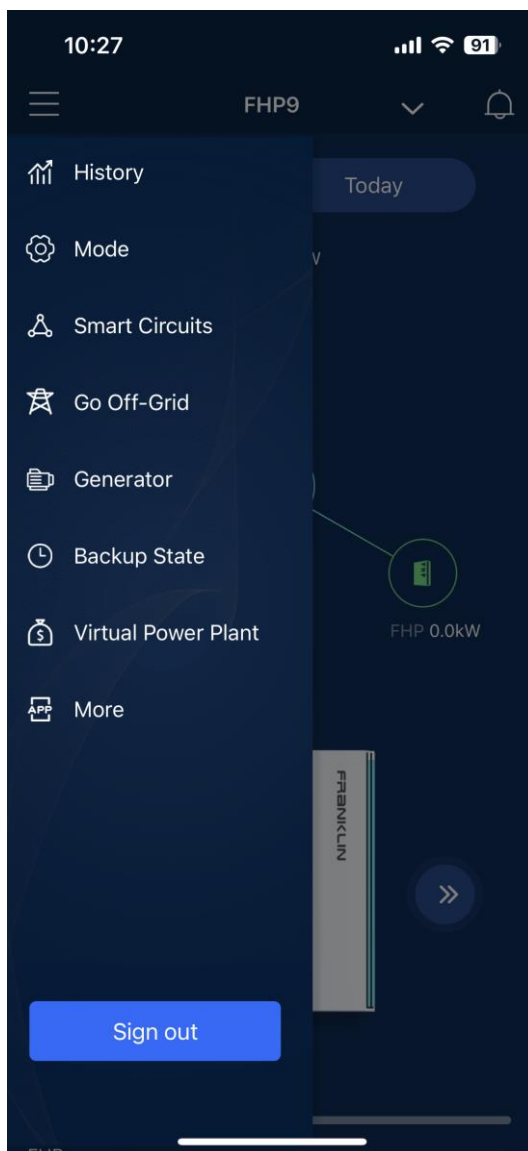


**Method 2**  
Tap each name to enter the respective home page



## 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, 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 them to a statement.

### Power

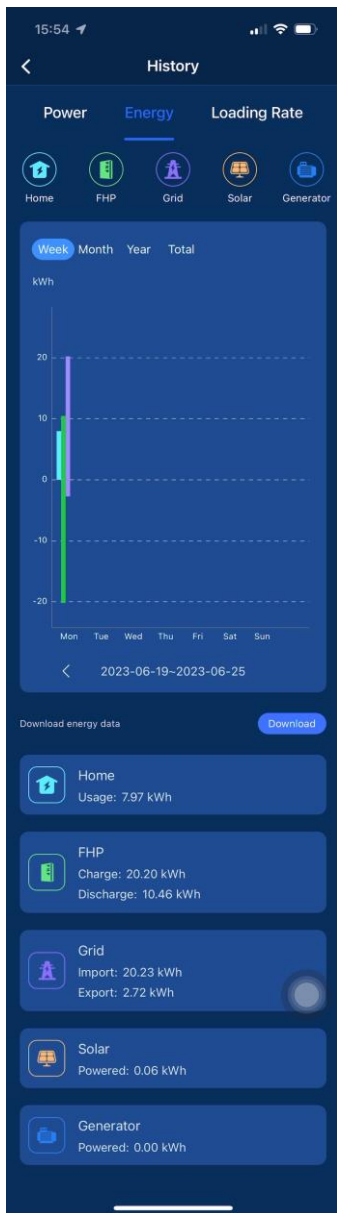
Click **Power** to view the daily power and SOC (State of Charge) data or jump to a specific day by selecting the desired date. By pressing and holding on the power or SOC curve, you can view the power or SOC data on the selected date. You may zoom in using two fingers to view details and statistics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



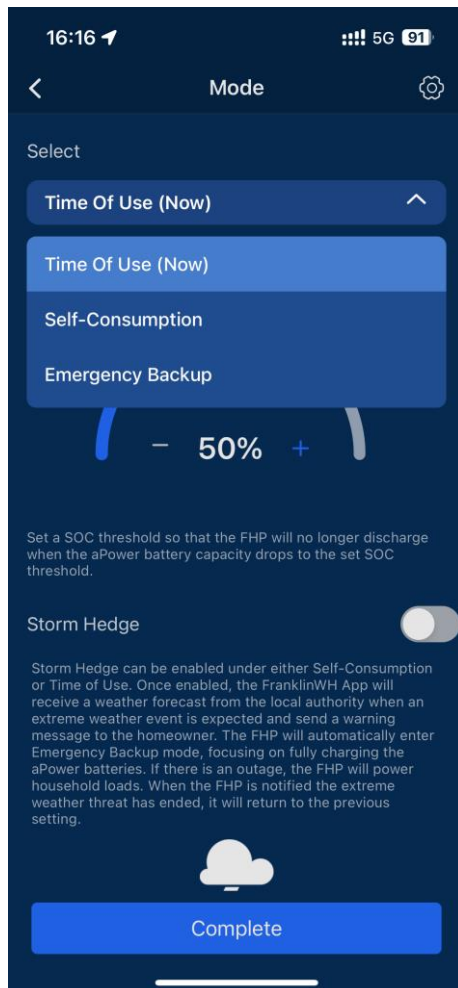
### Loading Rate

Click Loading Rate. This panel shows energy consumption from solar, grid, FHP, and generator.



## Mode

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

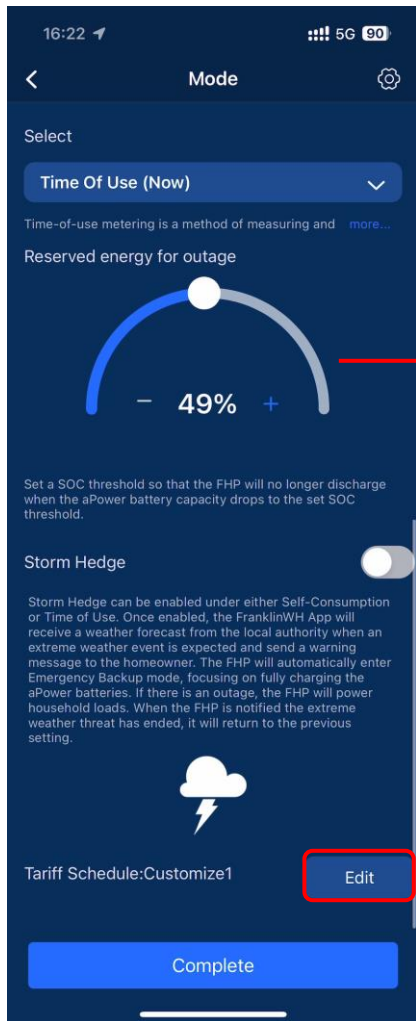


### NOTE

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

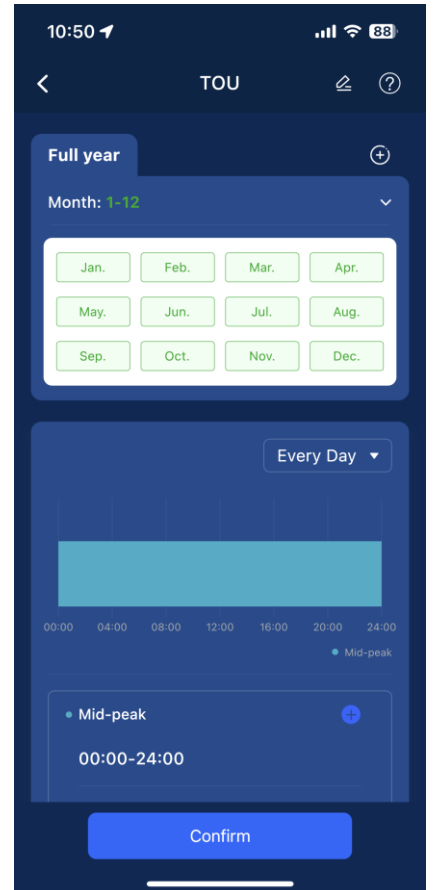


Set SOC value for backup power

Enable/Disable Storm Hedge



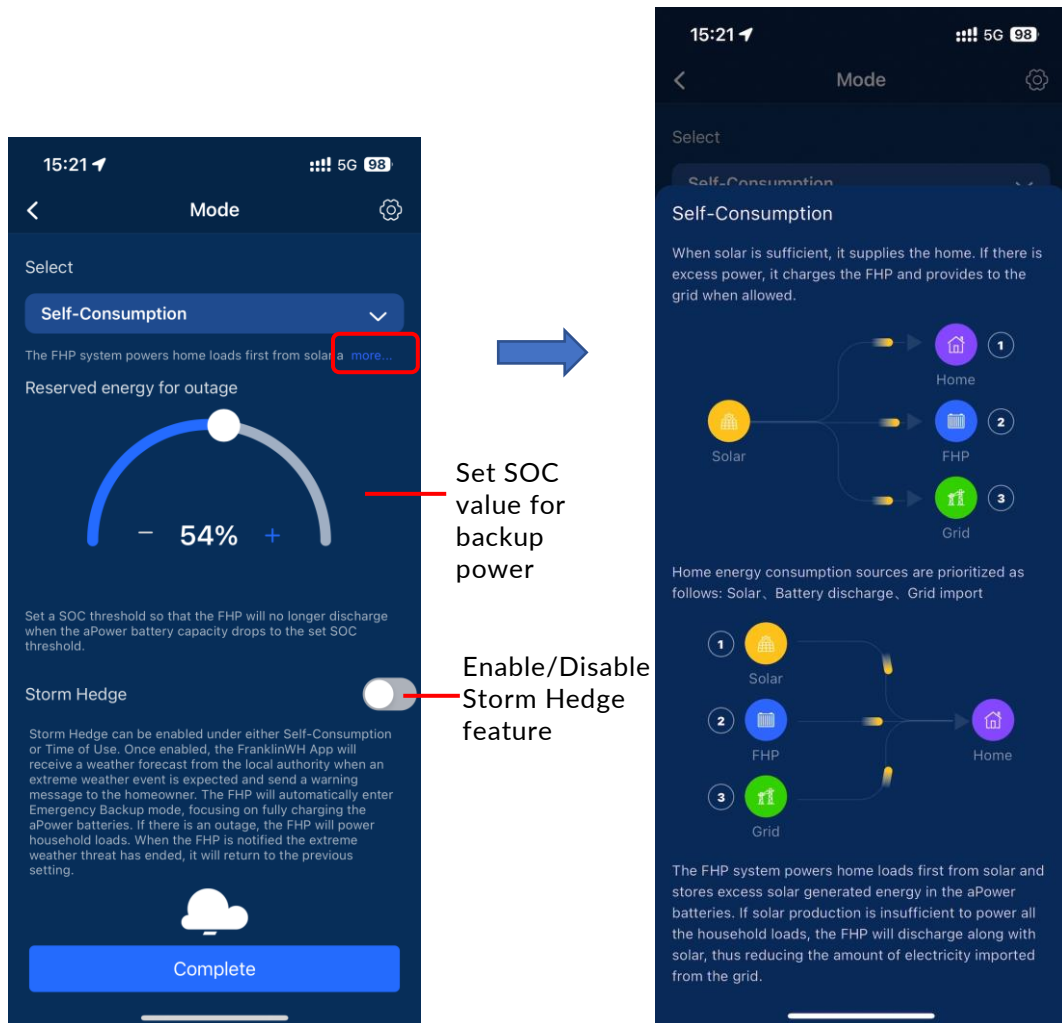
Click **Edit** to directly edit the current package. BB and Peak Demand packages do not allow editing. For details, see [Tariff Schedule](#)



## Self-Consumption

In Self-Consumption mode, the FHP system 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”.

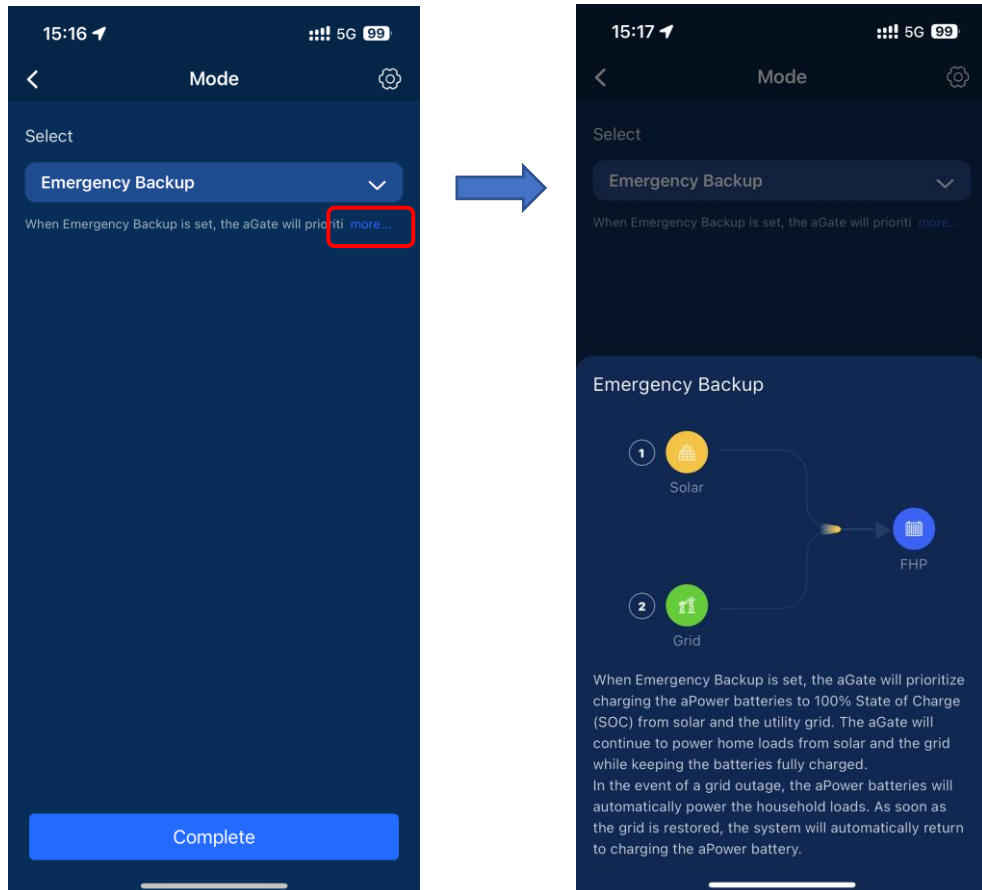
If the SOC is set to 100%, the FHP system will charge to full power (aPower battery actual SOC value = 100%) from solar and then not discharge from the batteries. In the event of a grid failure, the FHP will power the household loads.



### Emergency Backup

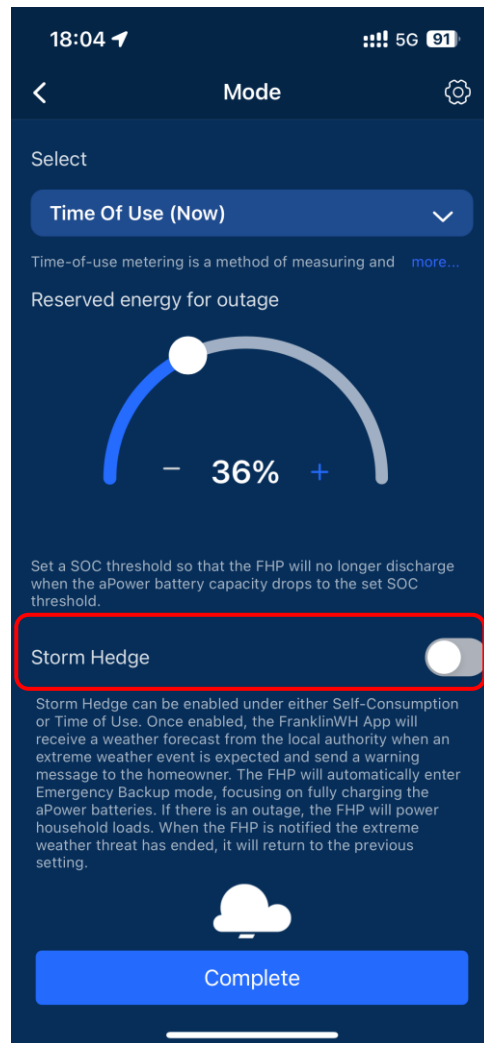
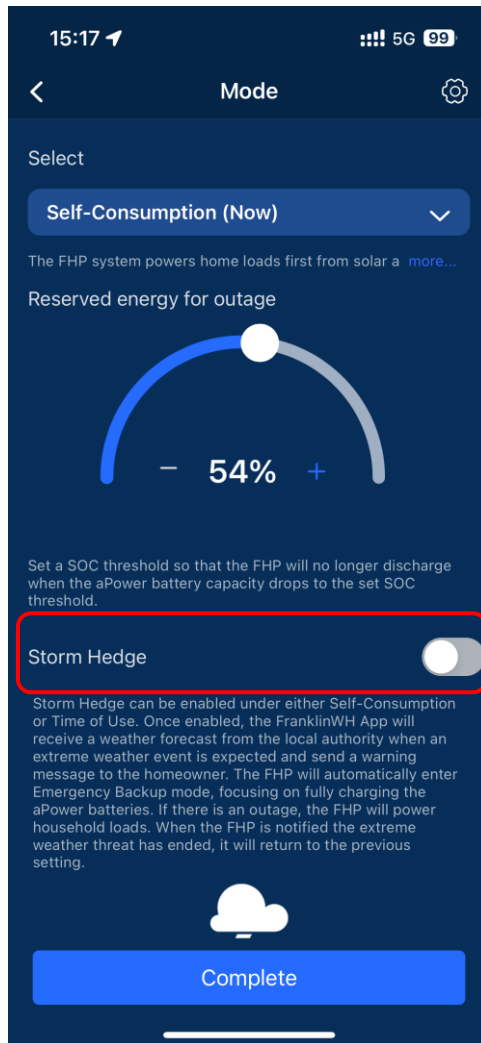
When the FHP operating mode is set to the Emergency Backup, the FHP system will prioritize charging the aPower battery to 100% State of Charge (SOC) from solar and the utility grid. The FHP will continue to power home loads from solar and the utility grid while keeping the batteries fully charged.

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.”



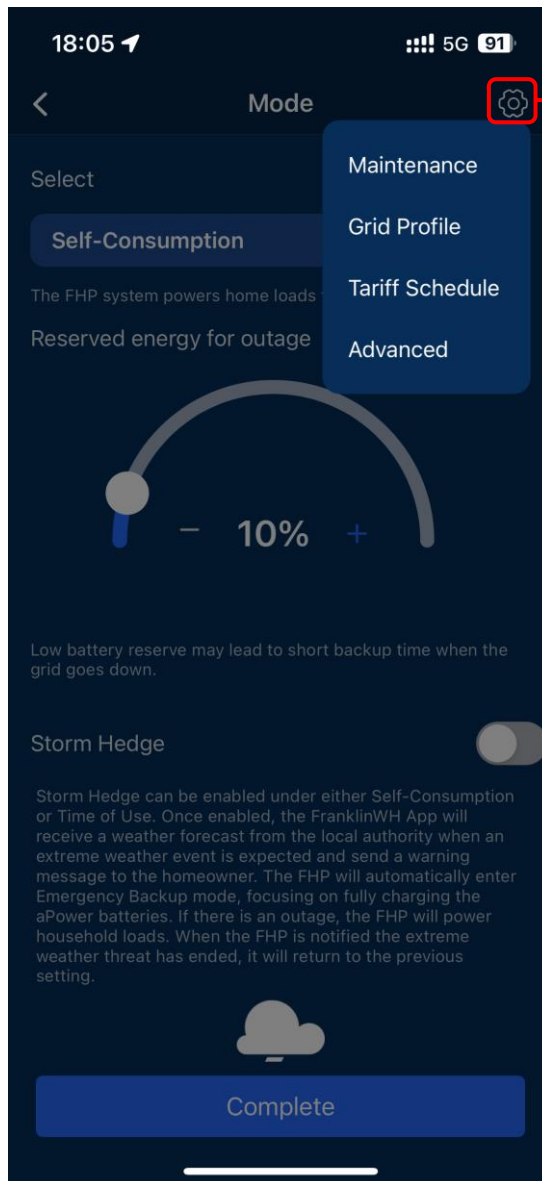
### Storm Hedge

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 local authority, 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 is over, 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

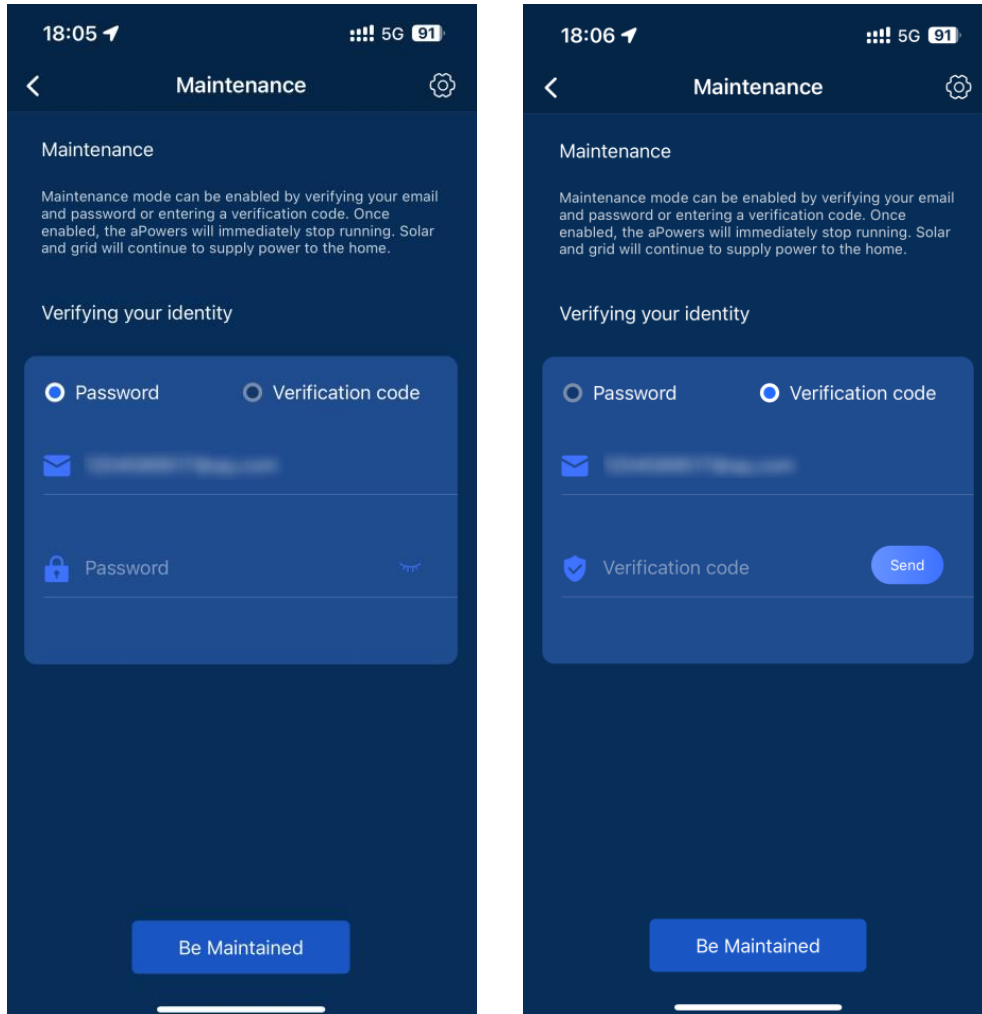


Click to expand the menu and browse the sections



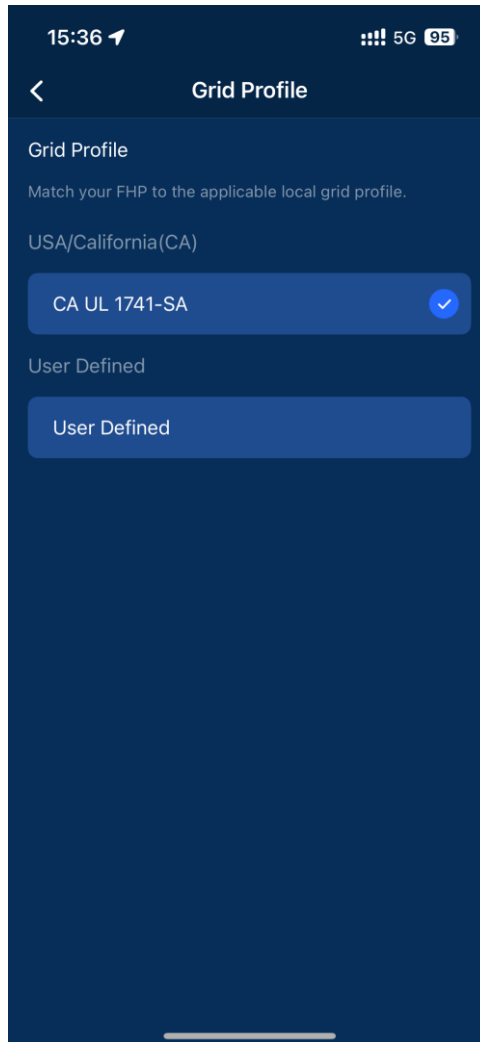
## Maintenance

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.



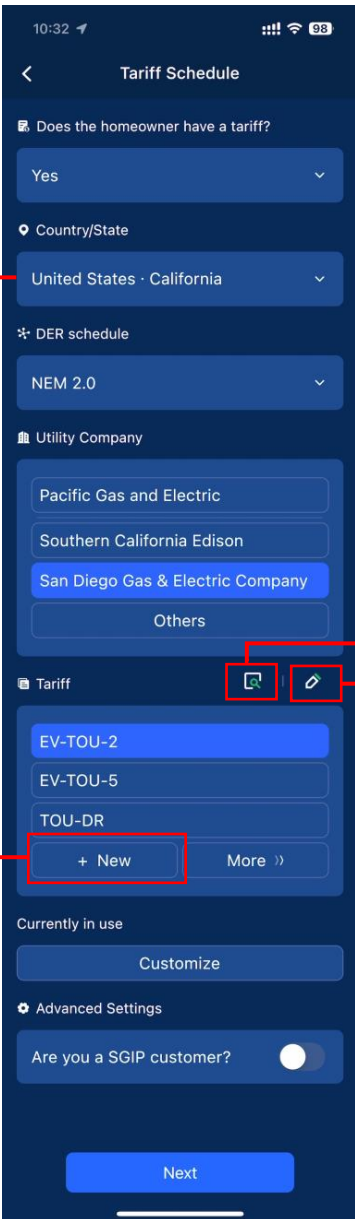
## Grid Profile

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.



The screenshot shows the 'Tariff Schedule' page in the FranklinWH app. The page is dark-themed and contains several sections: 'Does the homeowner have a tariff?' (Yes), 'Country/State' (United States - California), 'DER schedule' (NEM 2.0), 'Utility Company' (Pacific Gas and Electric, Southern California Edison, San Diego Gas & Electric Company, Others), 'Tariff' (EV-TOU-2, EV-TOU-5, TOU-DR, + New, More >>), 'Currently in use' (Customize), and 'Advanced Settings' (Are you a SGIP customer? toggle). Annotations with red lines point to specific elements: 'Click the drop-down box to select Country/State' points to the 'Country/State' dropdown; 'Click + New to customize a tariff schedule' points to the '+ New' button; 'Preview the details of the current package' points to the 'EV-TOU-2' package; 'Click Edit to modify the parameters' points to the edit icon; 'Click Apply to use the current package' points to the 'Apply' icon; and 'Modify the parameters of the current package' points to the 'Customize' button.

Click the drop-down box to select Country/State

Click + New to customize a tariff schedule

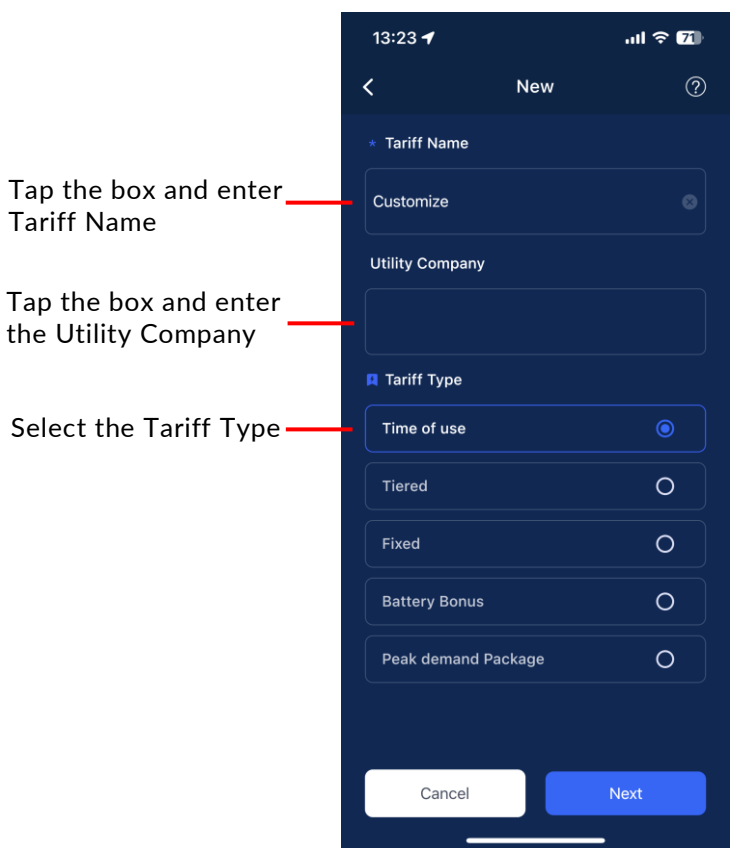
Preview the details of the current package

- Click **Edit** to modify the parameters
- Click **Apply** to use the current package

Modify the parameters of the current package

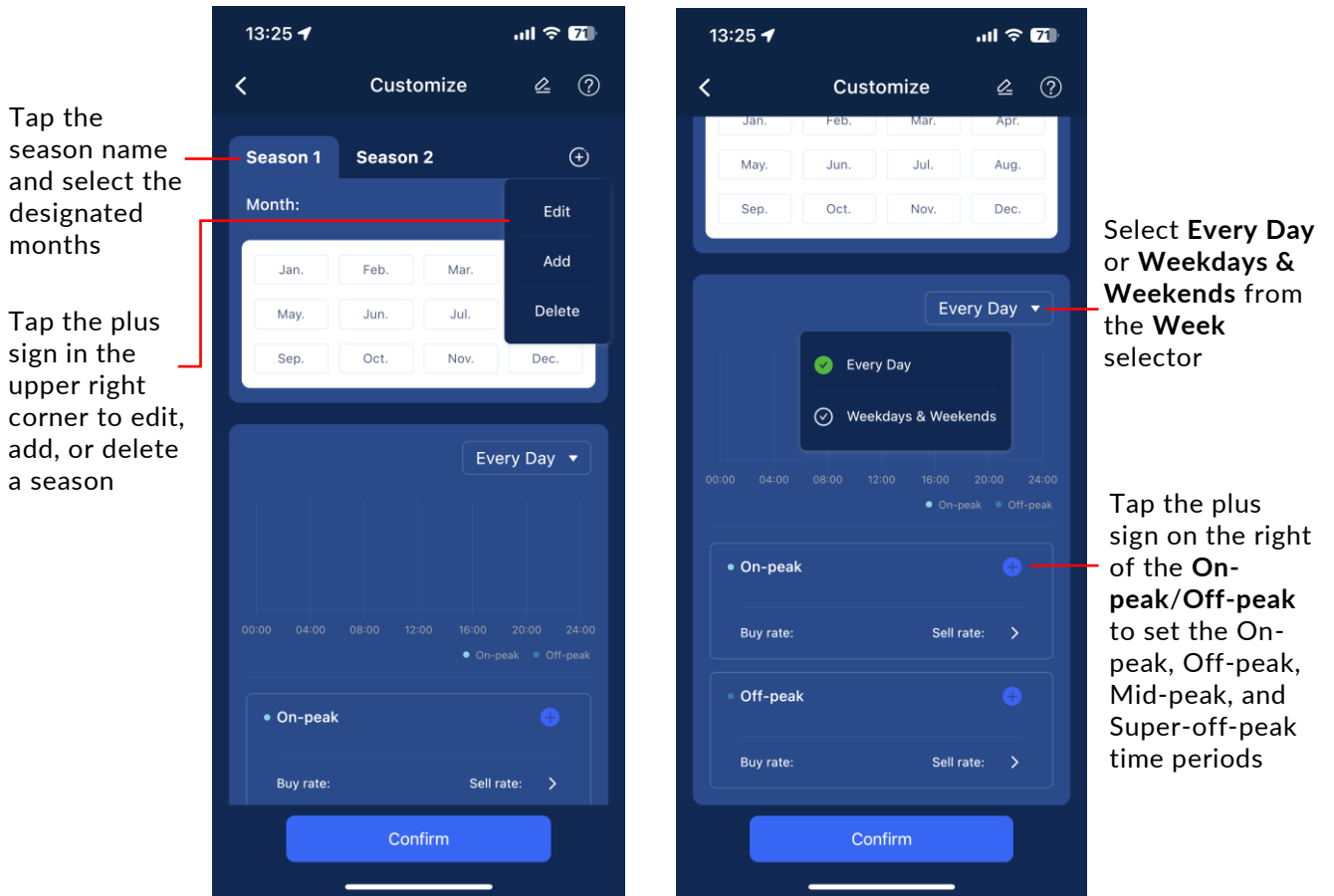
You can choose the Tariff Type according to your own needs.

- 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

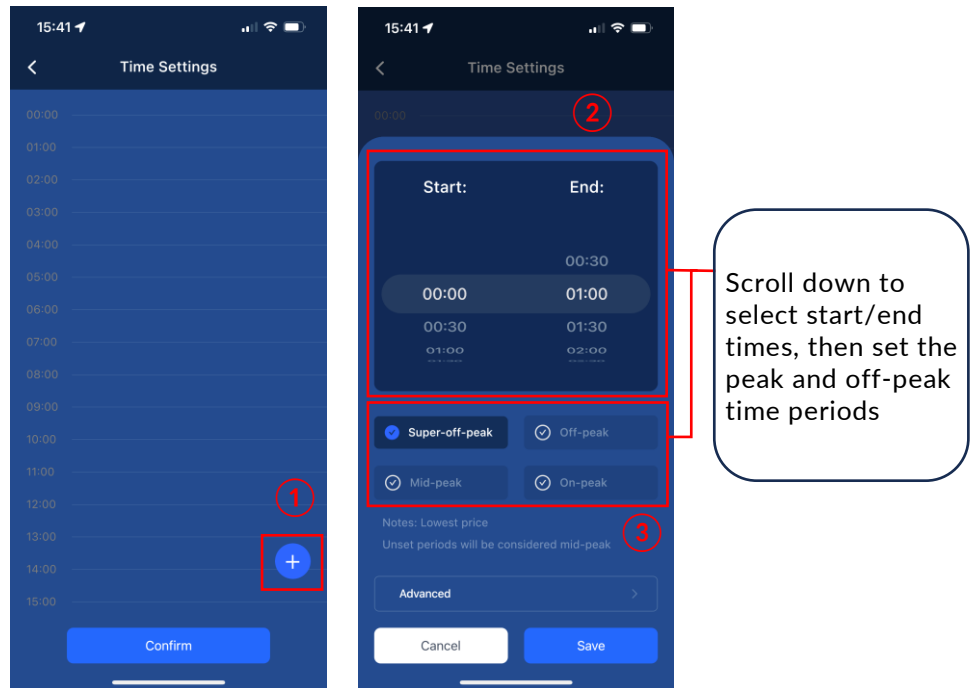
1. Select **Time of Use Tariff** and the customized schedule page is displayed.



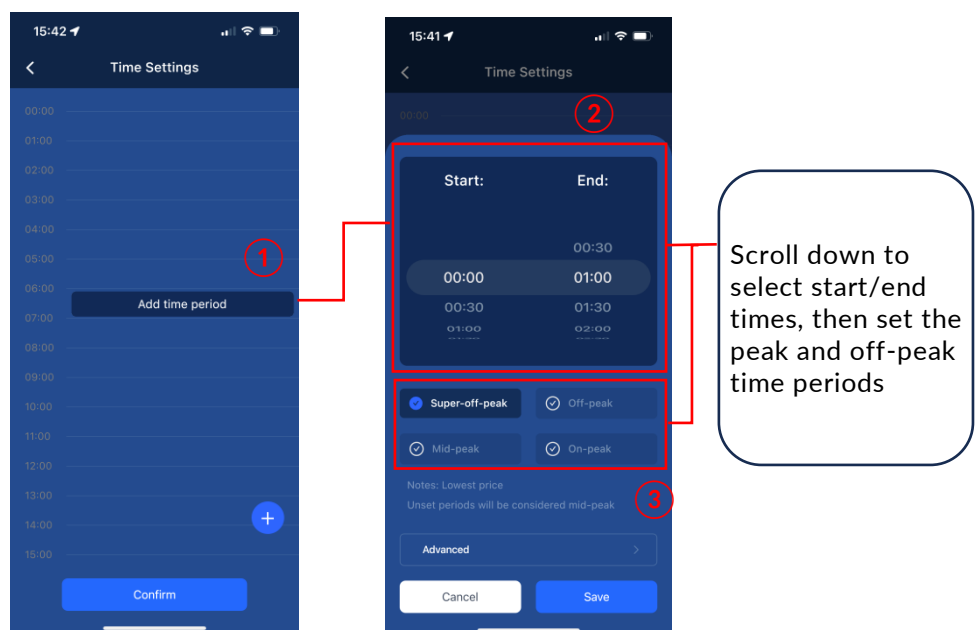
2. Customize time Settings.

- 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.



- 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%.

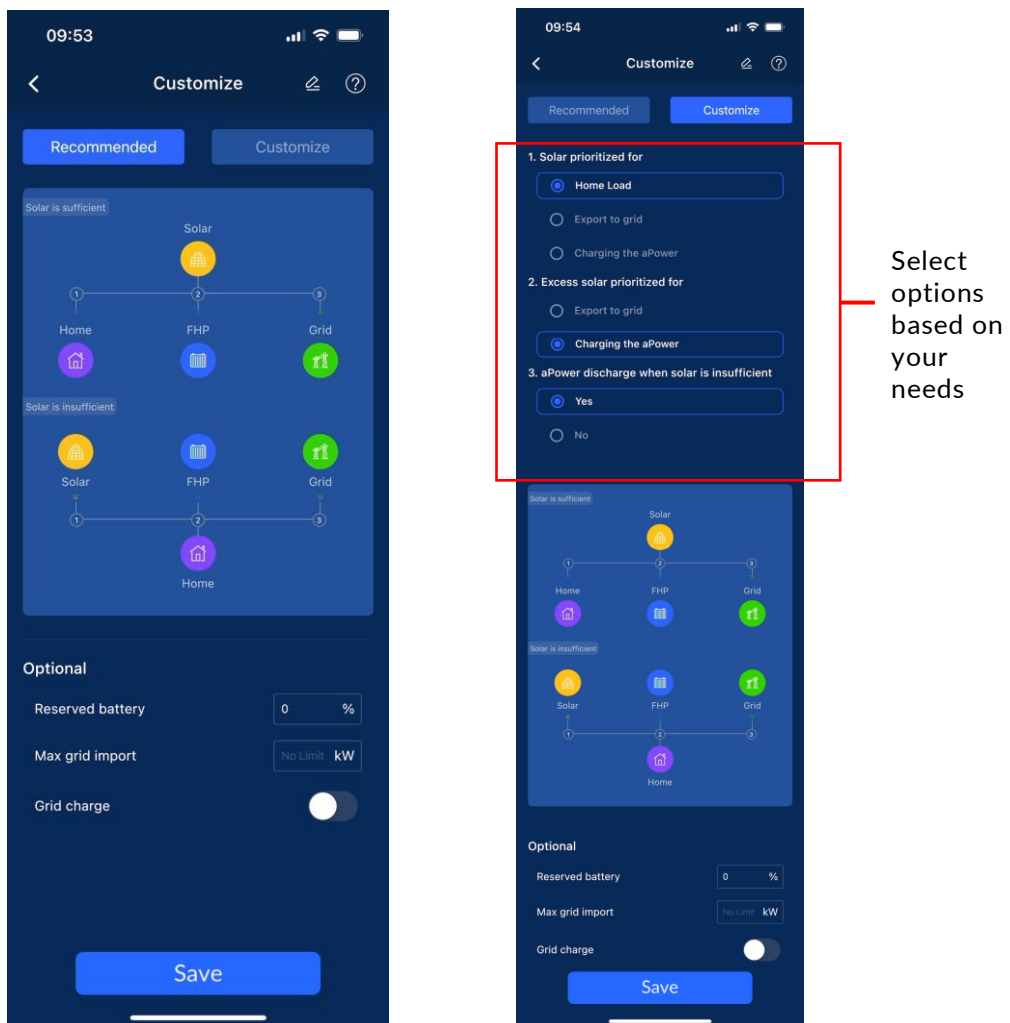
### Max grid import

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.

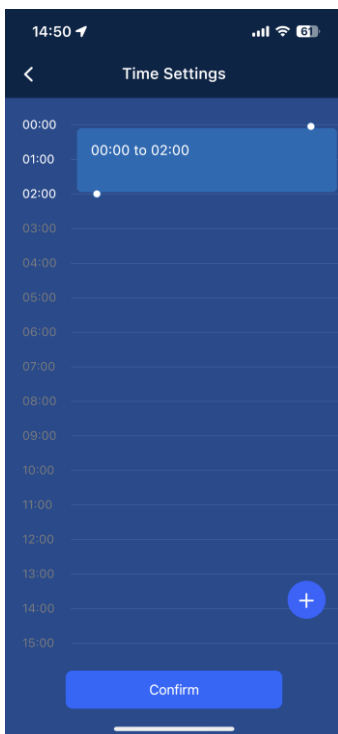
If the **Grid charge** feature is disabled, the aPower battery will never charge from the grid.



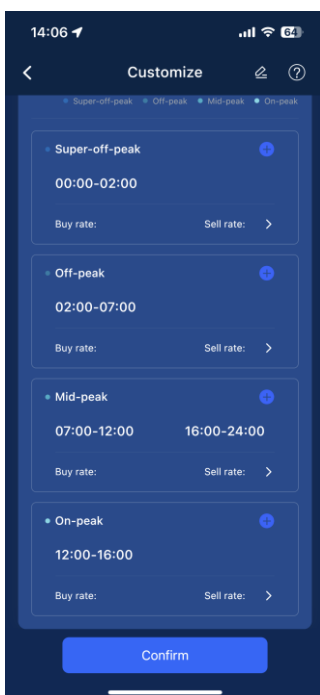
After the configuration is complete, tap **Save** at the bottom.

- 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.



- Enter the electricity price for each period, tap **Confirm** to complete the settings.



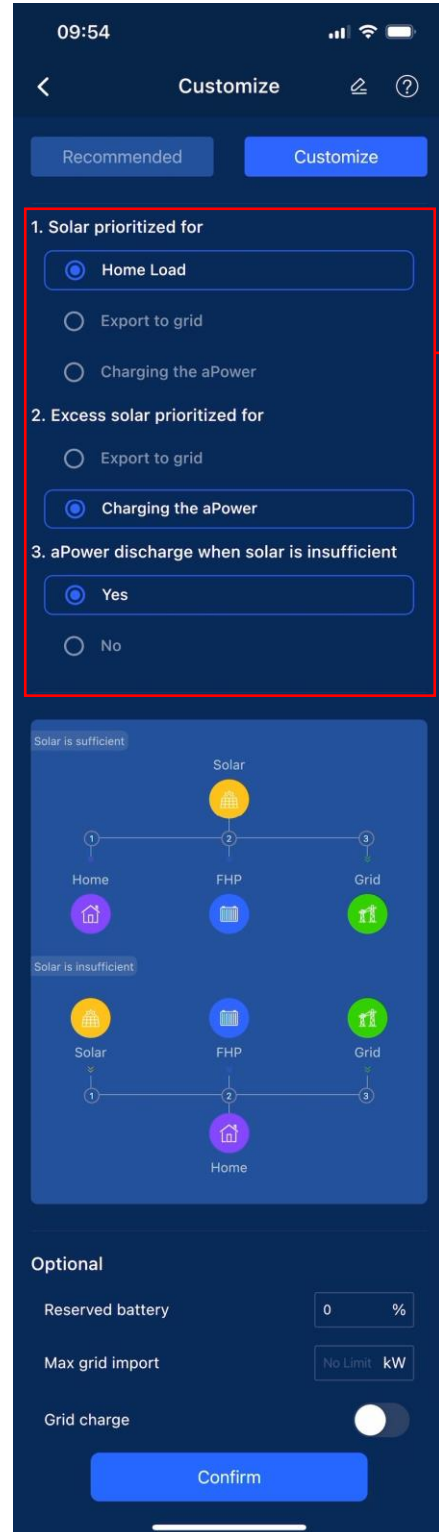
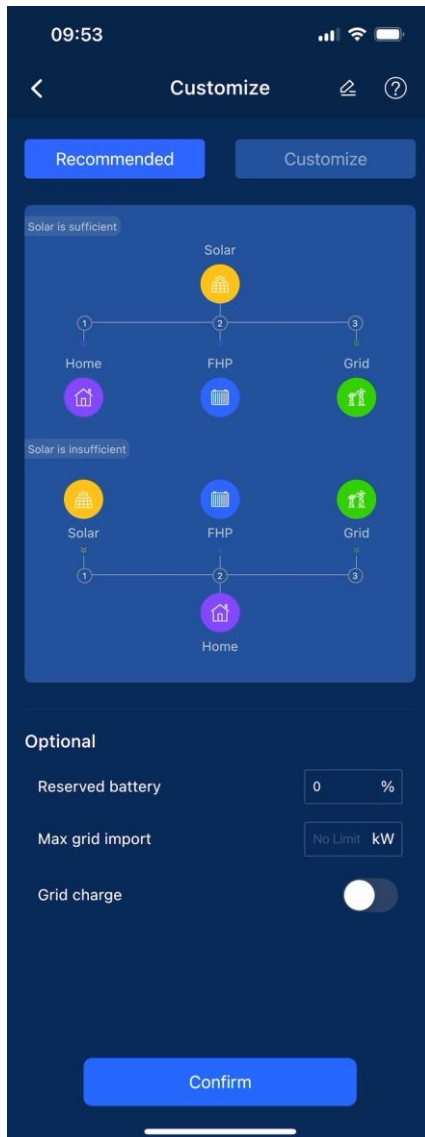


- 6. Return to the **Tariff Schedule** page, and the customized Tarriff is automatically added to the template library.



### 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.

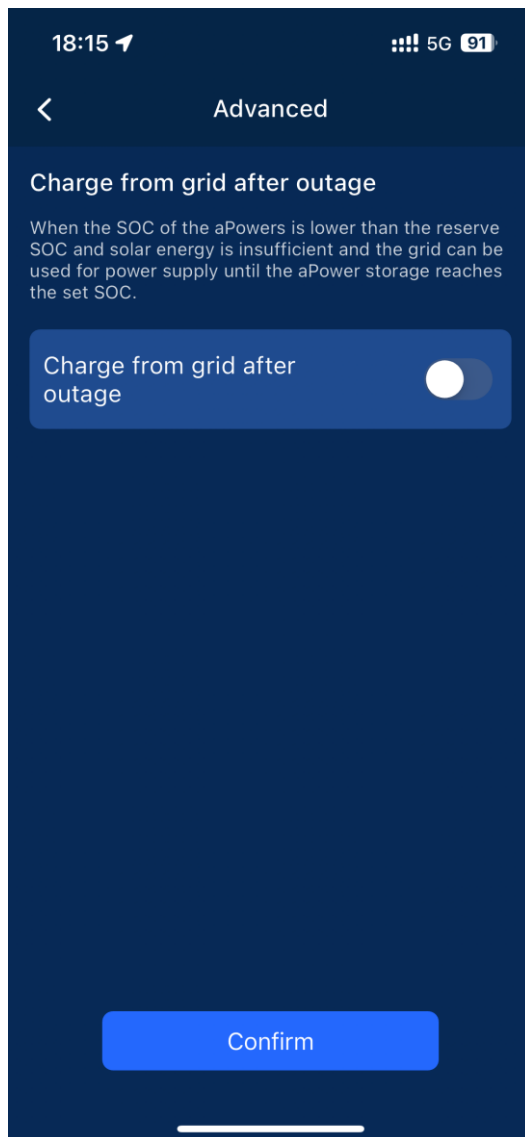


### Battery Bonus Package & Peak Demand

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

## Advanced

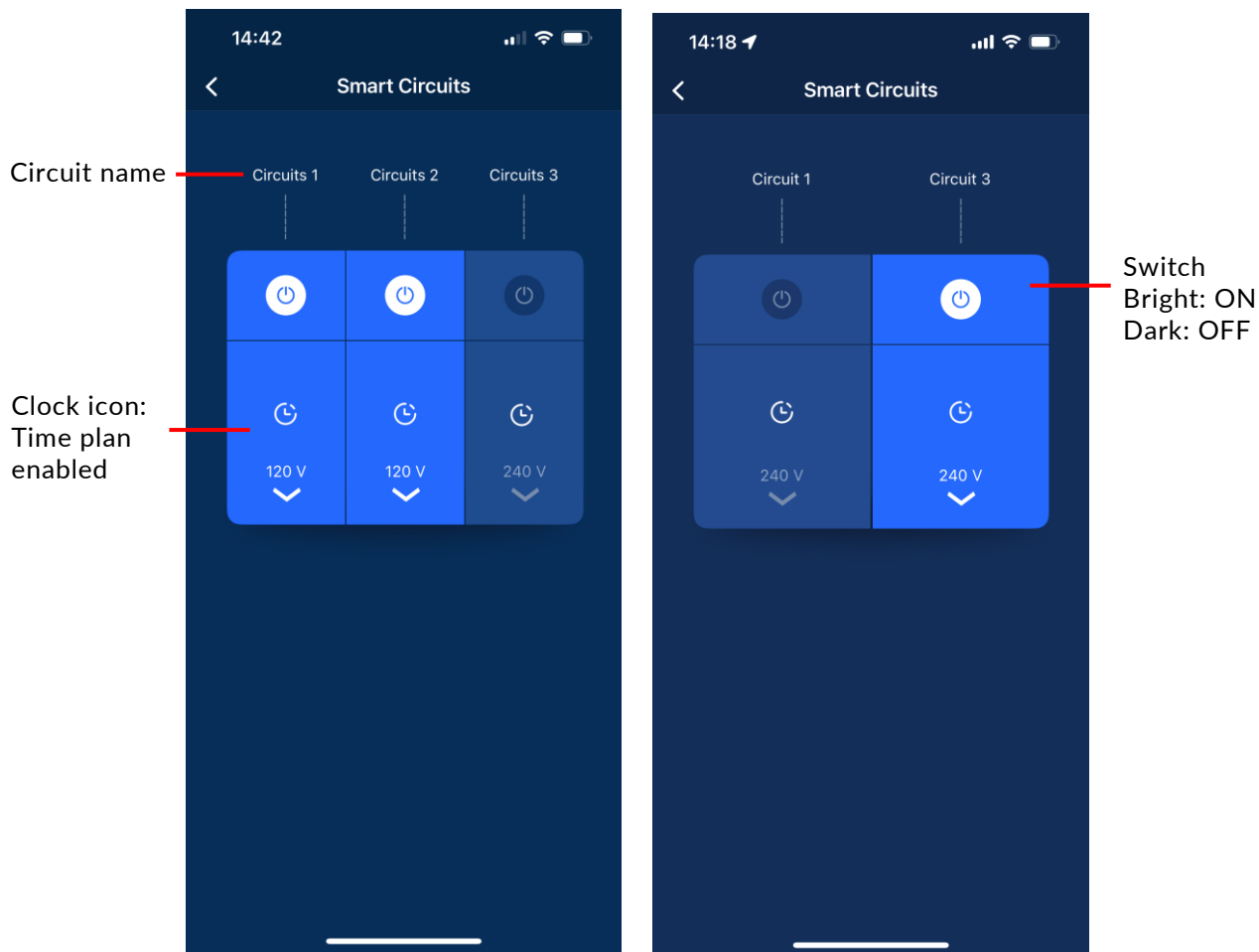
Click **Advanced** and turn on **Charge from grid after outage**. When the SOC of the aPowers is lower than the reserved SOC, the solar energy is insufficient and the grid can be used for power supply. Until the SOC of aPower reaches the set reserved SOC.



## Smart Circuits

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

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.



You can customize each Smart Circuit name 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 'Circuit 1' configuration screen in the FranklinWH app. The interface is dark-themed with blue accents. At the top, there's a back arrow and the title 'Circuit 1'. Below this, there are several settings: 'Circuit 1' with a pencil icon for editing; 'SOC Threshold' with a toggle switch and a dropdown menu showing '36 %'; 'Enable timing schedule' with a toggle switch; 'Cycle interval' with a dropdown menu showing '1 Day'; 'Start date' with a dropdown menu showing '2022-10-16'; and 'Execution time' with a plus icon and a trash icon. Below these settings are four cards displaying real-time data: '238.3V Voltage', '1.0A Current', '0.00kW Power', and '0.02kWh Total power supply'. At the bottom, there is a 'Complete' button. Red lines connect text annotations to specific UI elements.

Percent SOC at which the circuit will be disconnected

Cycle Length: 0 to 60 days

Set an execution time. The start time must be on the same day and the length between the two times cannot exceed 24 hours

Click to modify the circuit name

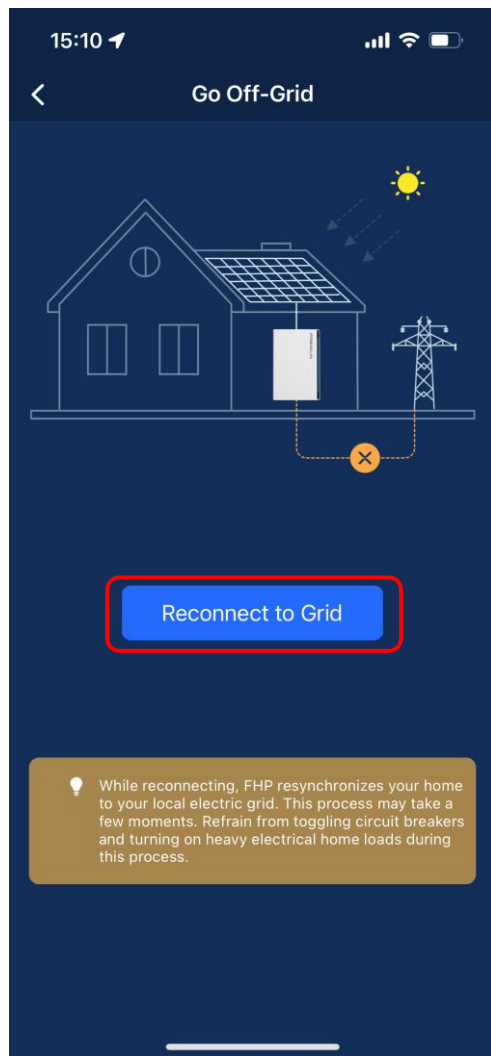
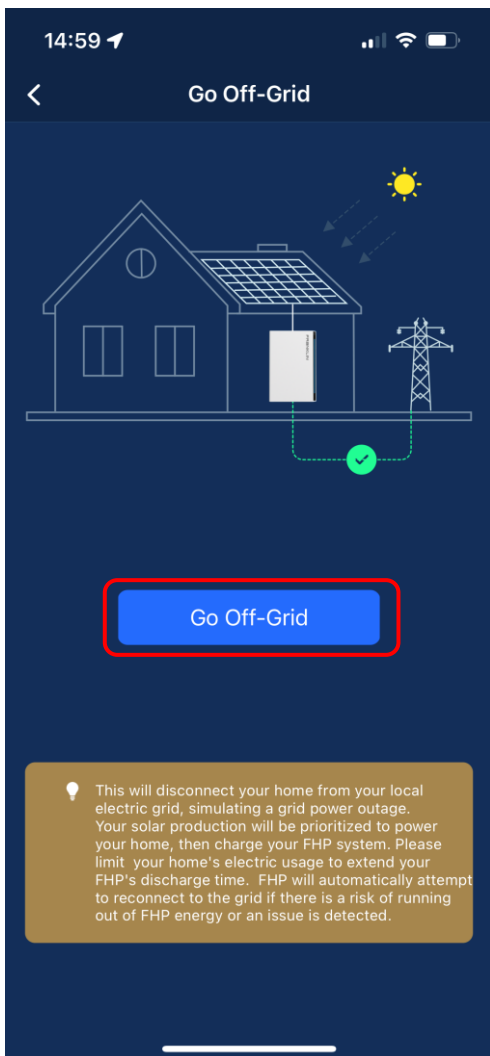
Enable schedule

Set start date for the cycle

Add a new time. Maximum of two allowed

## Go Off-Grid

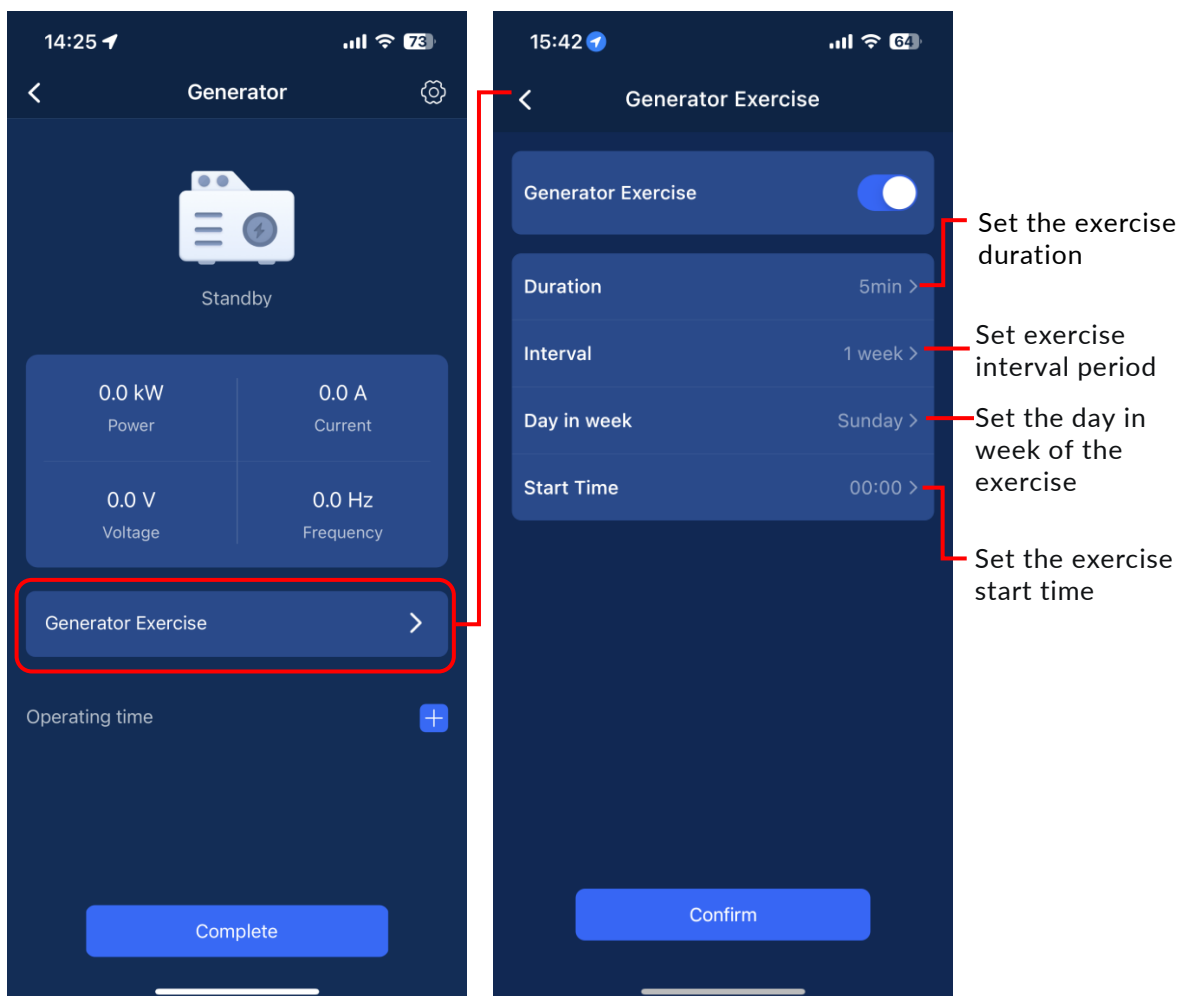
Click **Go Off-Grid** and connect the FHP hotspot to disconnect your home from your local electric grid. Click **Reconnect to Grid** and the FHP reconnects your home to your local electric grid.



## Generator

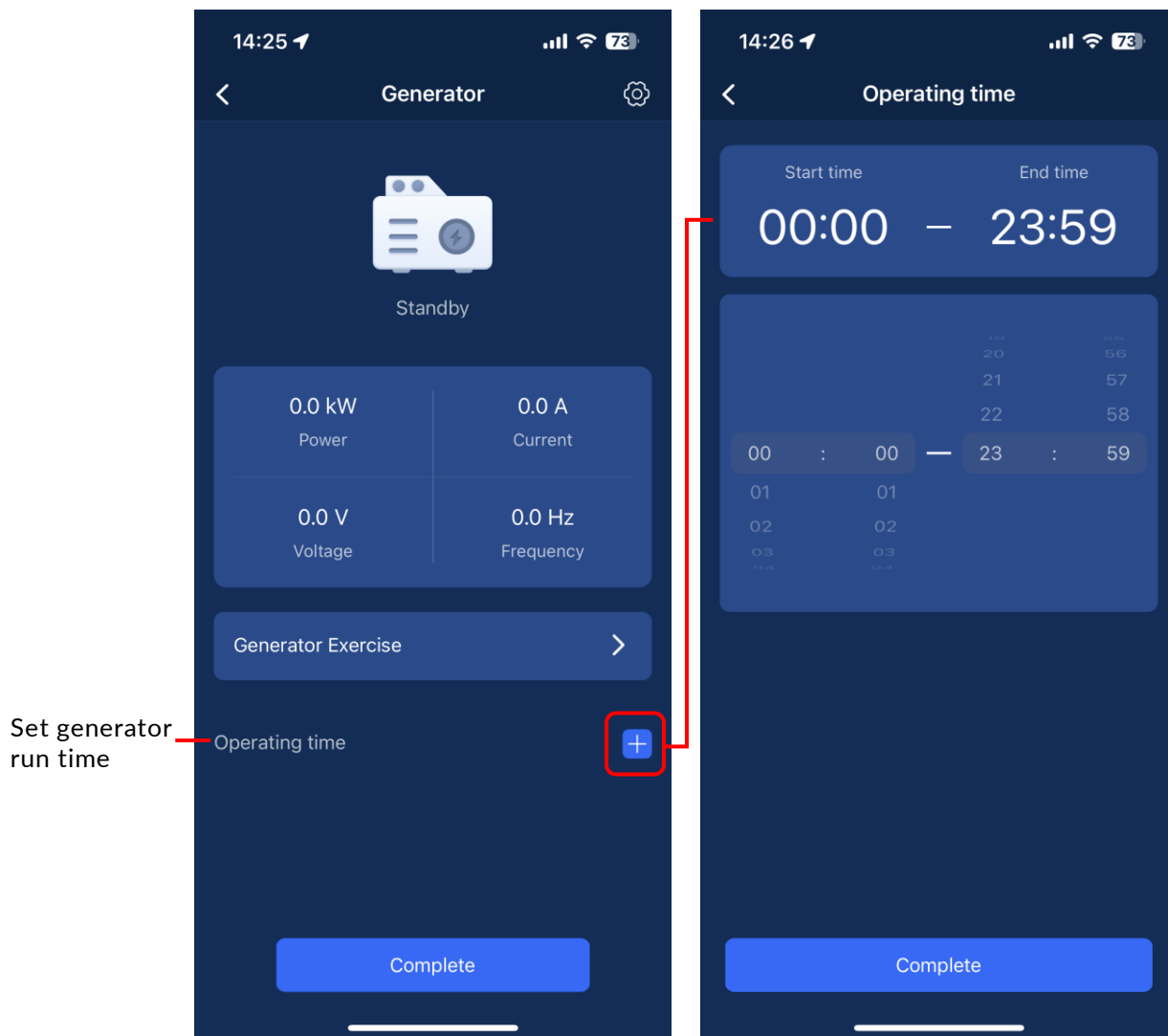
Click **Generator** to view and manage the generator settings.

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



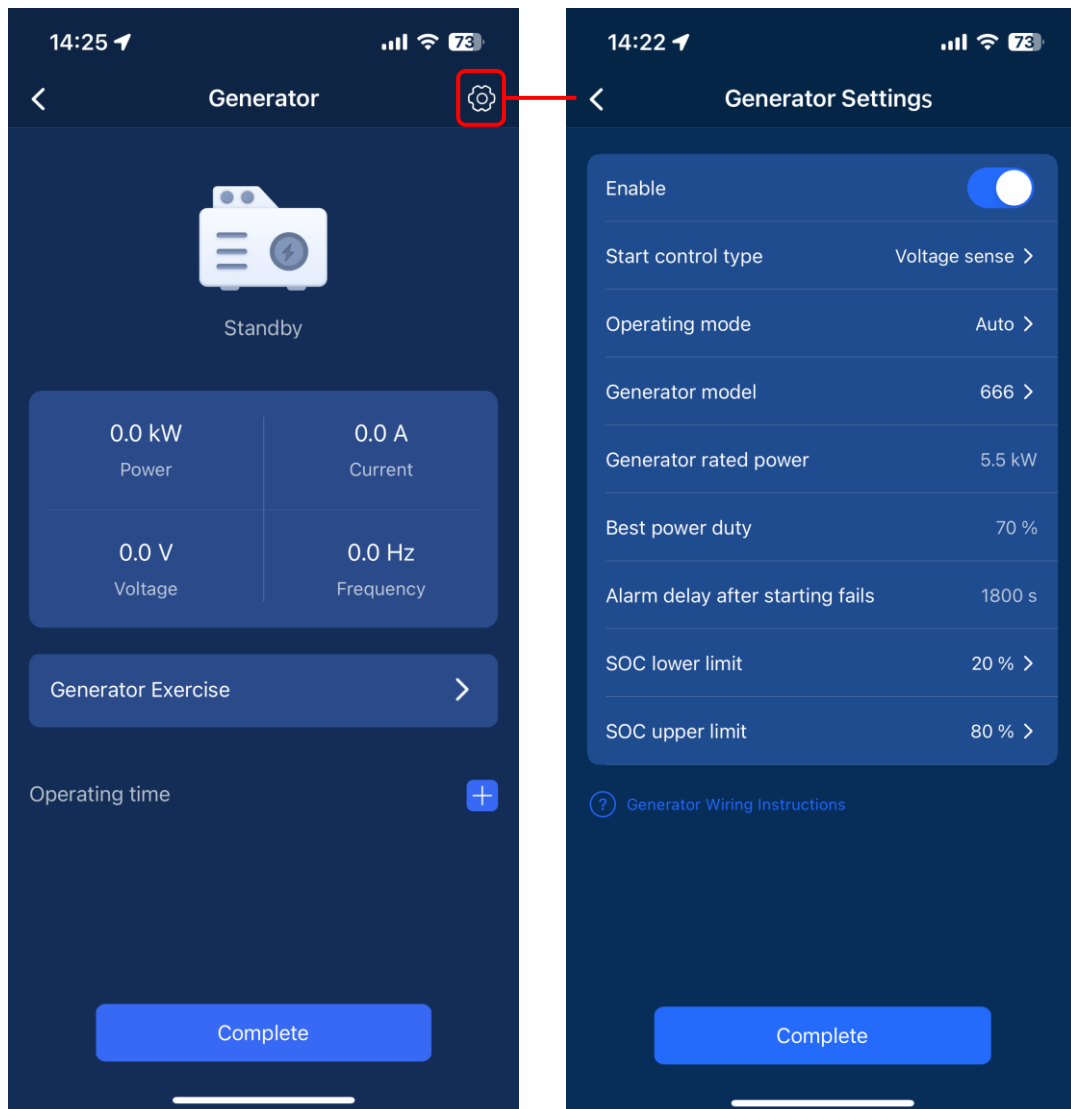


You can also set the generator run time by tapping the plus sign in the bottom right corner.

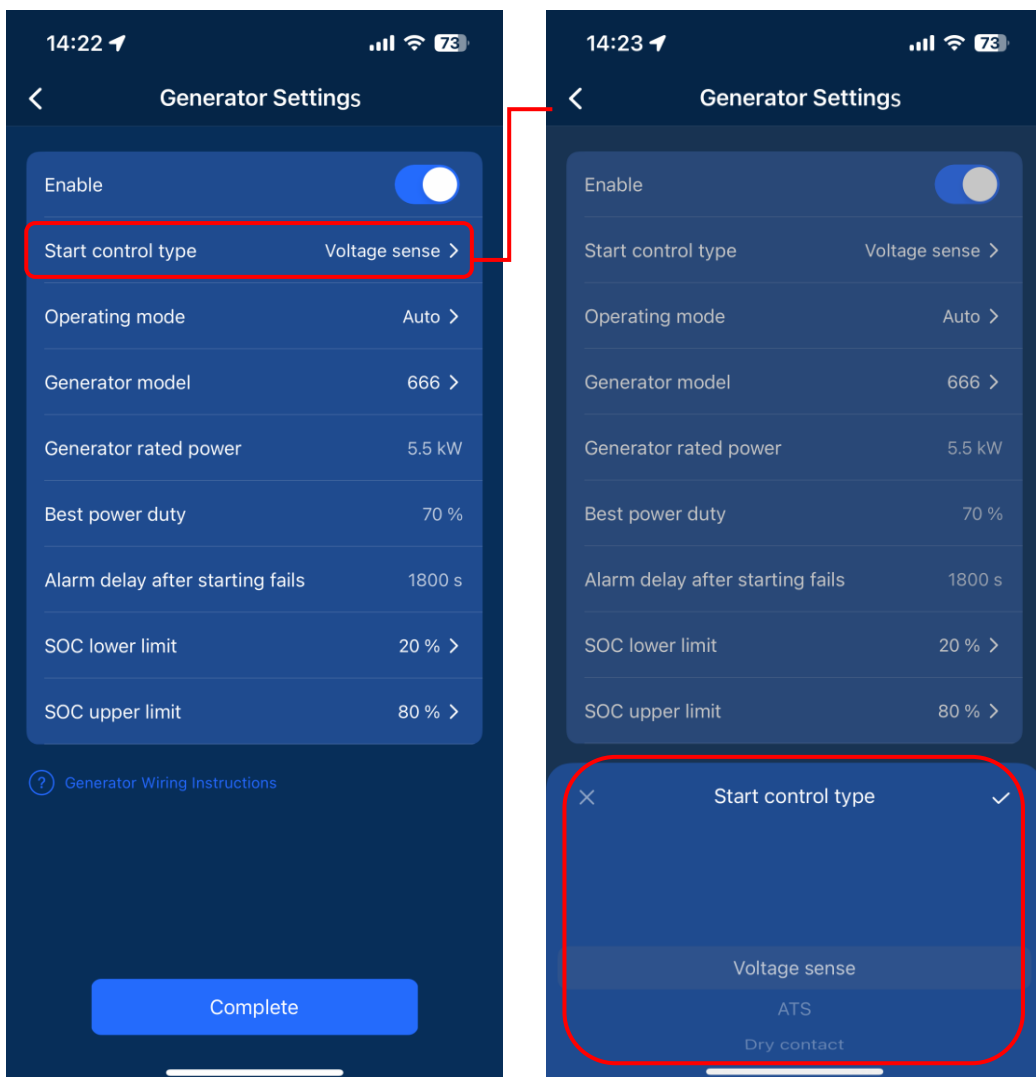


Click the setting icon in the top right corner to enter the **Generator Setting** page. In this page, you can enable the settings **Start control type**, **Operation mode**, **Generator model**, and **SOC low limit** and **SOC upper limit**. You can click **Generator Wiring Instructions** to check if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

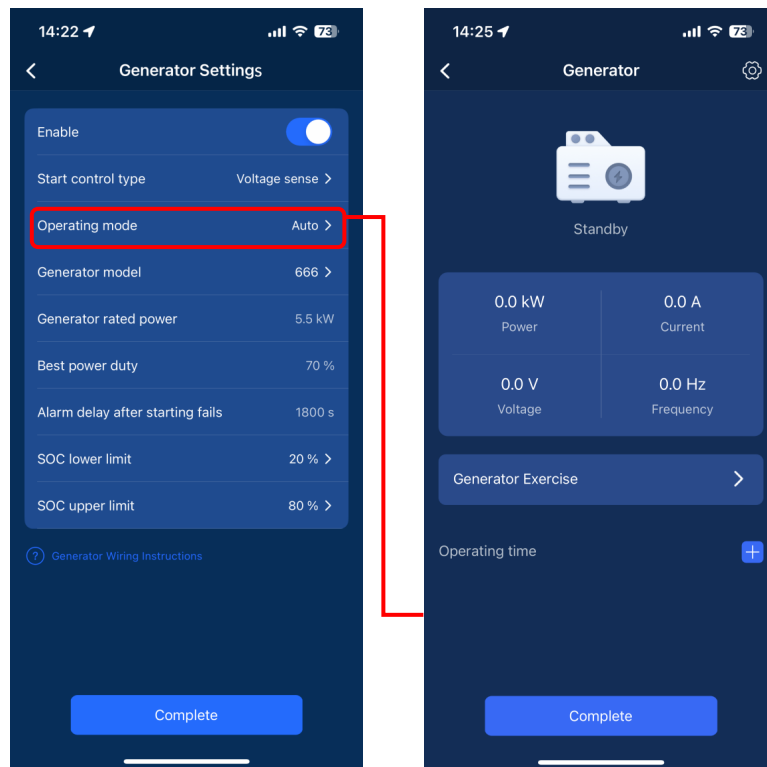


Click **Start control type**, then select a control type from the option box. There are three options, Voltage sense, ATS, and Dry contact.

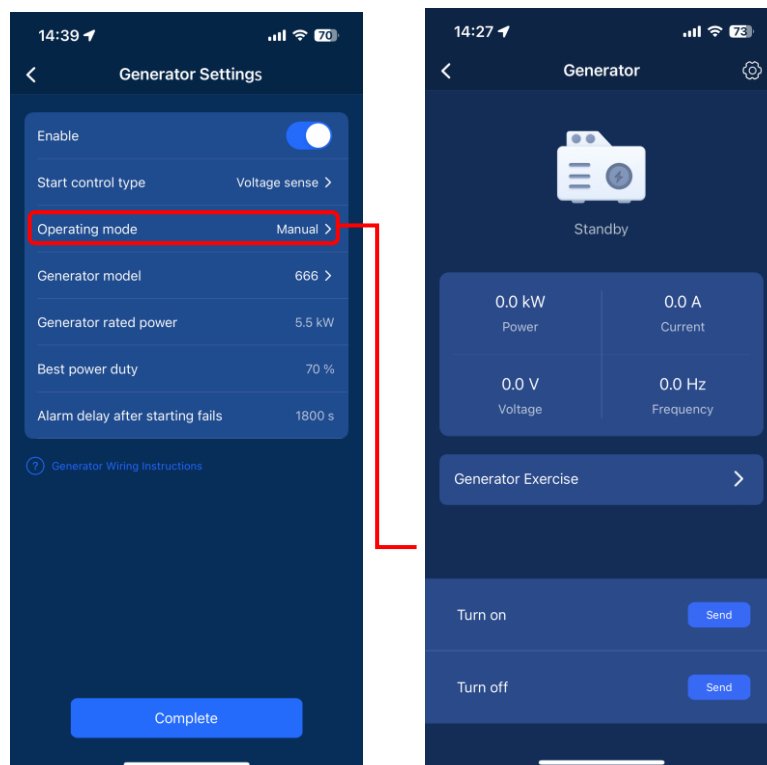


Click **Operating mode**, then select either Auto or Manual.

- 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.



## 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

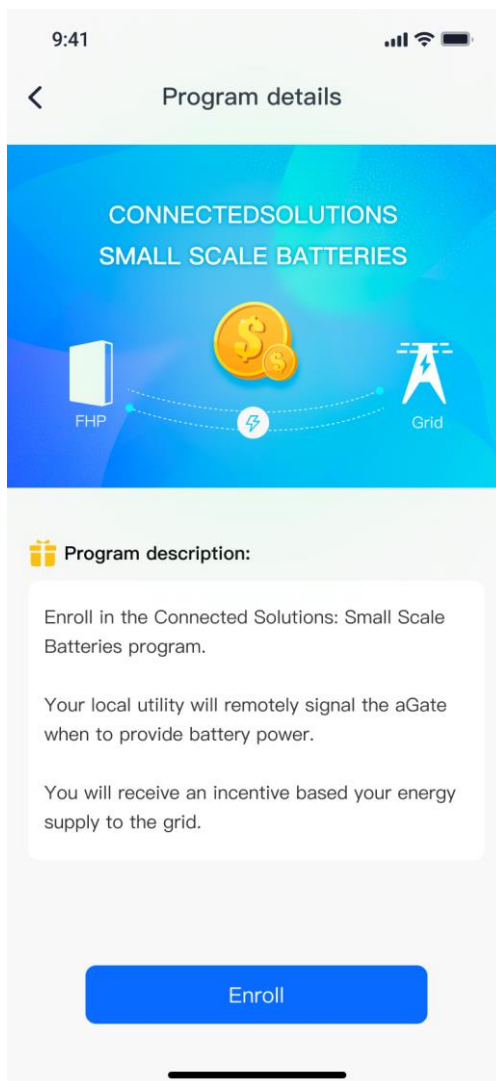
**Average Load:**  
Maximum estimated time length, if the electricity is consumed at the average load in last 72h

| Events              | Total            |
|---------------------|------------------|
| 11                  | 104 h 23 min 8 s |
| 2023-06-12 20:55:29 | 0h 4min 9s       |
| 2023-06-12 13:48:52 | 1h 25min 12s     |
| 2023-06-11 21:04:45 | 1h 20min 41s     |
| 2023-06-09 04:09:34 | 0h 1min 6s       |
| 2023-06-08 00:14:08 | 20h 17min 27s    |
| 2023-06-07 22:14:55 | 0h 0min 22s      |
| 2023-06-06 01:20:14 | 39h 35min 10s    |
| 2023-06-05 09:21:19 | 25h 9min 0s      |
| 2023-06-02 21:37:37 | 8h 46min 15s     |
| 2023-06-02 02:47:31 | 0h 2min 39s      |
| 2023-06-01 10:17:44 | 7h 41min 7s      |
| No more data        |                  |

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

## Virtual Power Plant

1. Click **Virtual Power Plant** to begin the enrollment. Click **Enroll**, you can enroll in the EnergyHub Battery Program and join the events to get bonuses.



- 2. Enter your personal info in the **Submit the information** page. You must agree to the Terms & Conditions by checking the button. Click **Submit** when complete. You will receive push notifications once the enrollment information has been submitted. The **Enrollment information** status in the Program details page will be **Pending**.

9:41

Submit the information

Program

Eversource Details >

Email Address \*

Email Address

Your Name and Home Address \*

First Name \* Last Name \*

Address Line 1 \*

Address Line 2 (Apt.)

City \* State \* ▾

Zip Code \* ▾

Phone Number \*

Utility Account Number \* ?

I agree to the CONNECTEDSOLUTIONS:SMALL SCALE BATTERIES Program [Term & Conditions.](#)

Submit

9:41

Program details

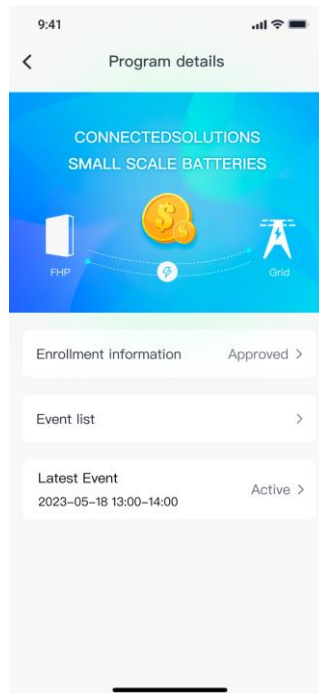
CONNECTEDSOLUTIONS  
SMALL SCALE BATTERIES

FHP Grid

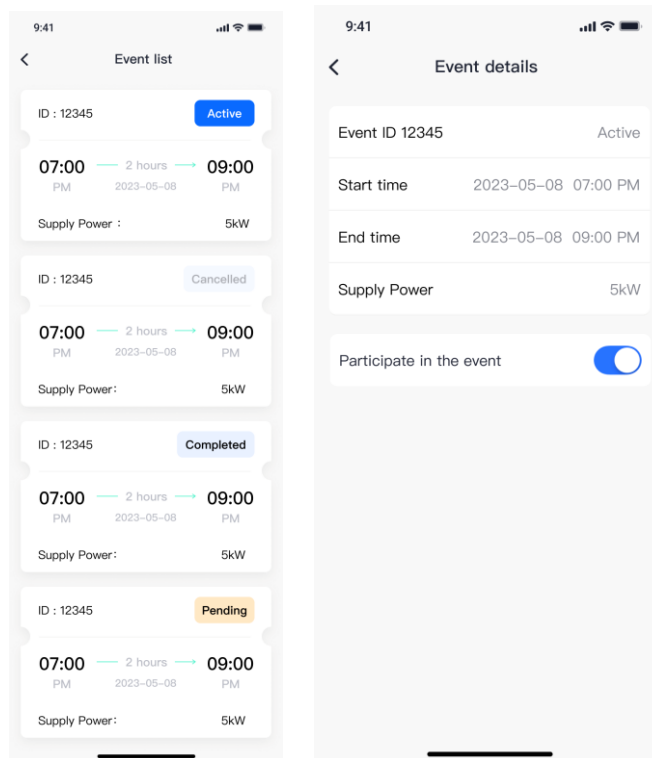
Enrollment information Pending >

Event list >

3. A notification will also be sent once the utility has reviewed the application. The Enrollment information status will turn to be **Accepted** or **Rejected** depending on the result.



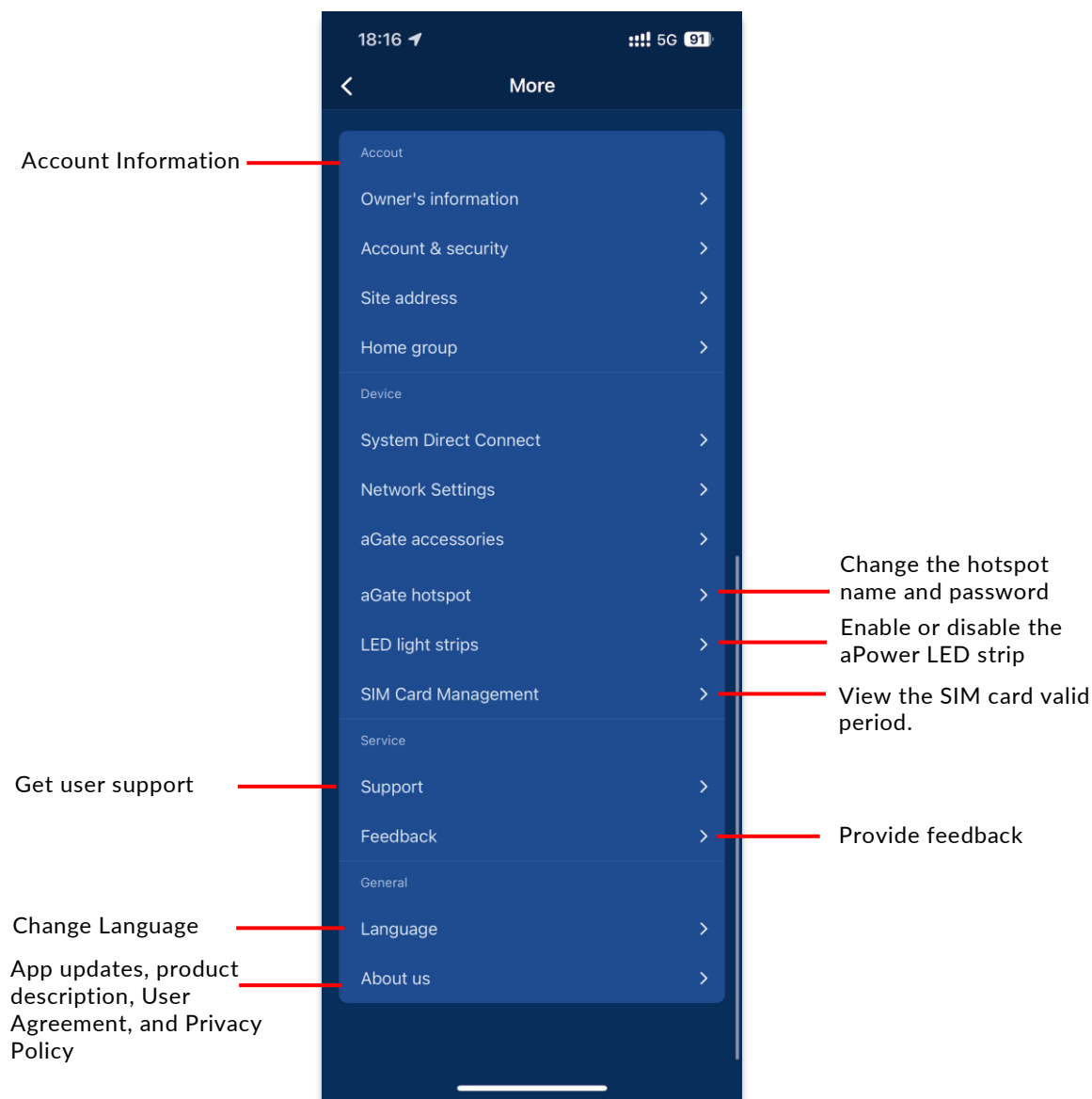
4. 24 hours prior to a grid supply event, you will receive a push notification informing you of the event time and power you will supply to the grid. Click **Event list** bar in **Program details** page to enter **Event list** page. Hit the specific event to check the event details. **Participate in the event** is enabled by default.





## More

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



### Owner’s Information

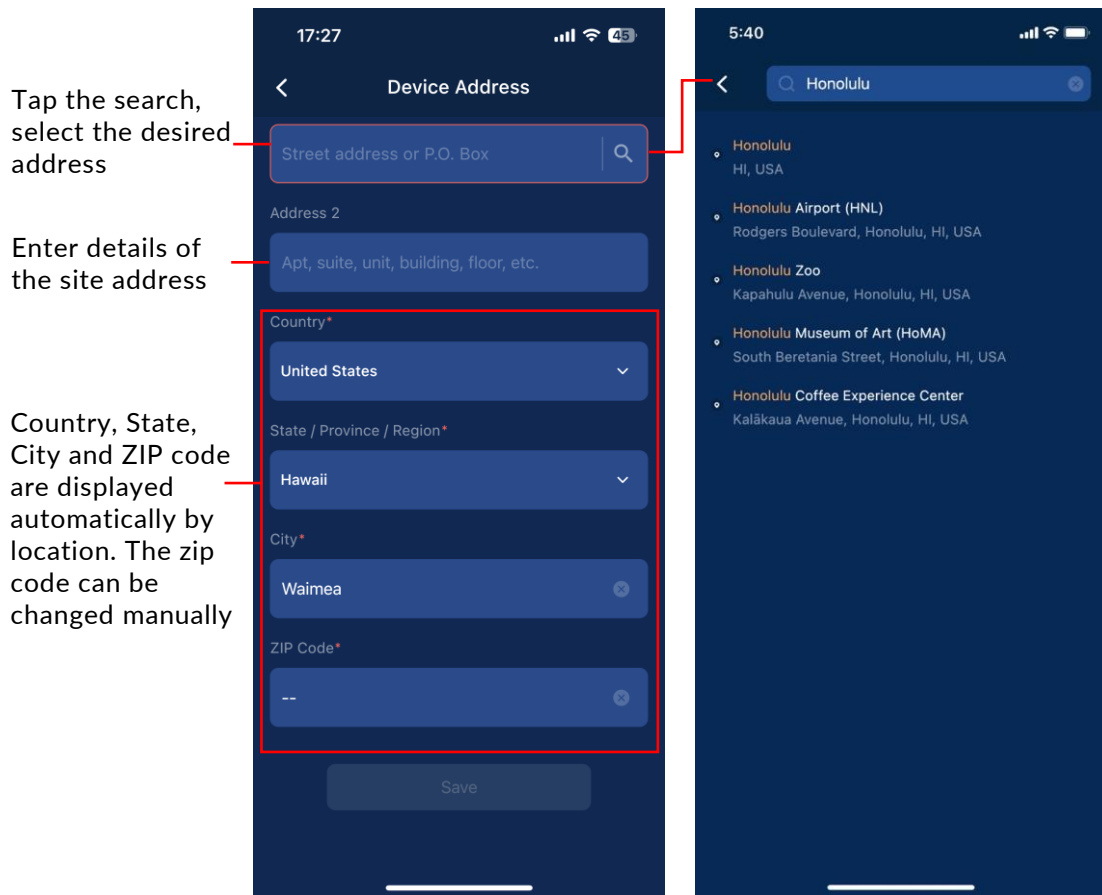
Click **Owner’s Information** to view the owner’s first name, last name and phone number.

### 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.



### Home Group

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

### System Direct Connect

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

**System energy flow diagram showing the operating status of various devices**

**aGate status: SOC, SN, current status**

**aPower status: SOC, Power, SN, current status**

**Check the FHP device information**

**Set up network**

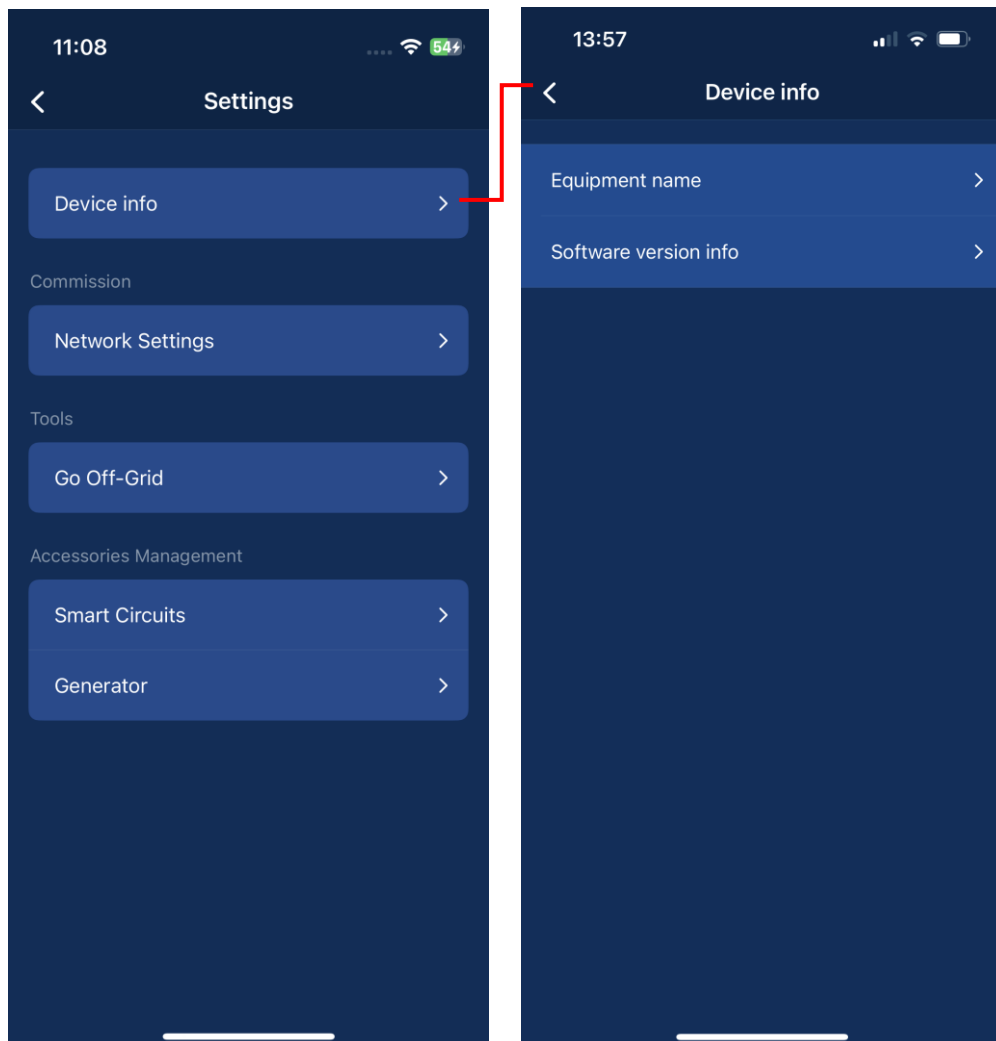
**Disconnect/connect your home from your local electric grid**

**Check and manage the Smart Circuits settings**

**Check and manage the generator settings**

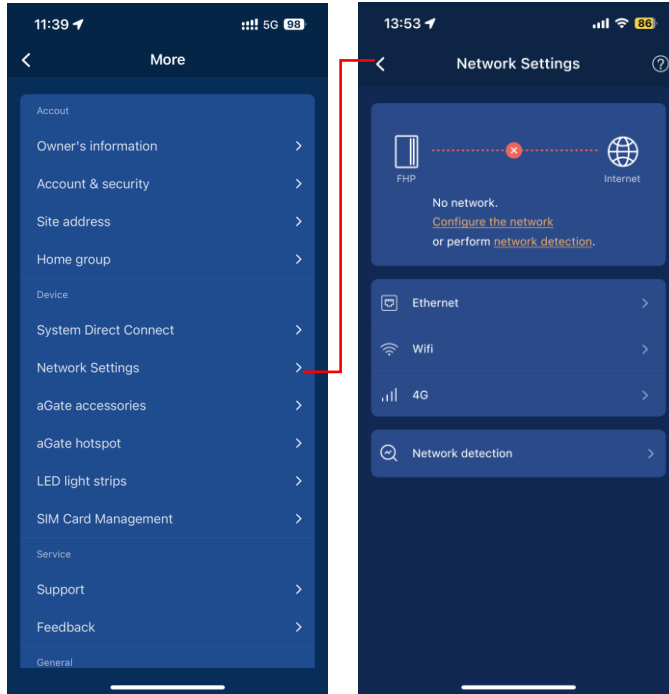
## Device info

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

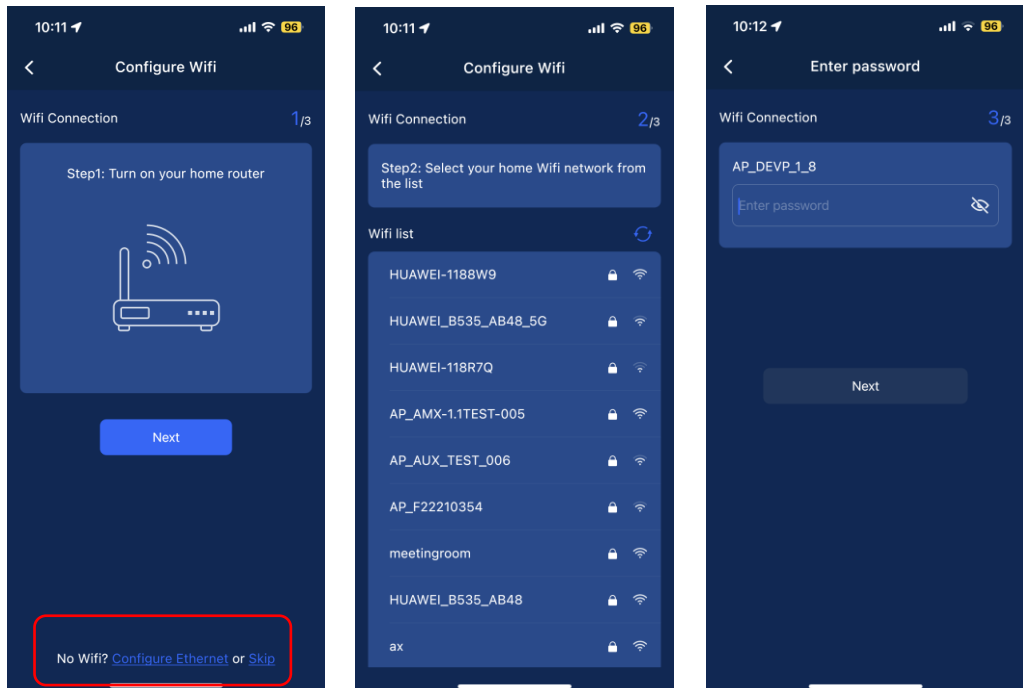


## Network Settings

Click **Network Settings** to access the network settings page. If there is no network, tap **Configure the network** or perform **network detection**.



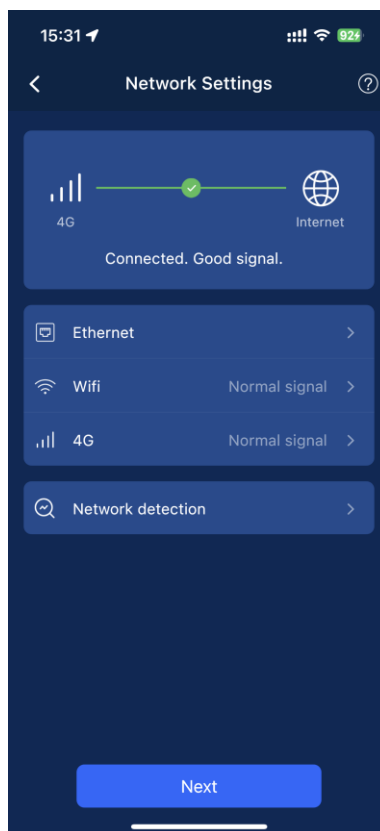
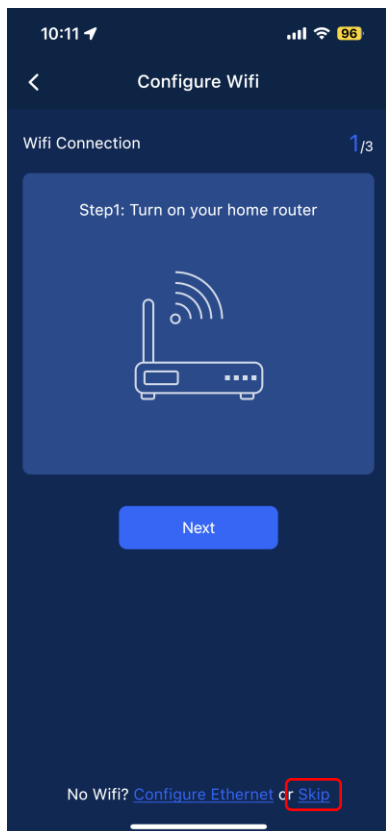
Prefer to configure Wifi. Follow the instructions on the screen to configure the Wifi connection.



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

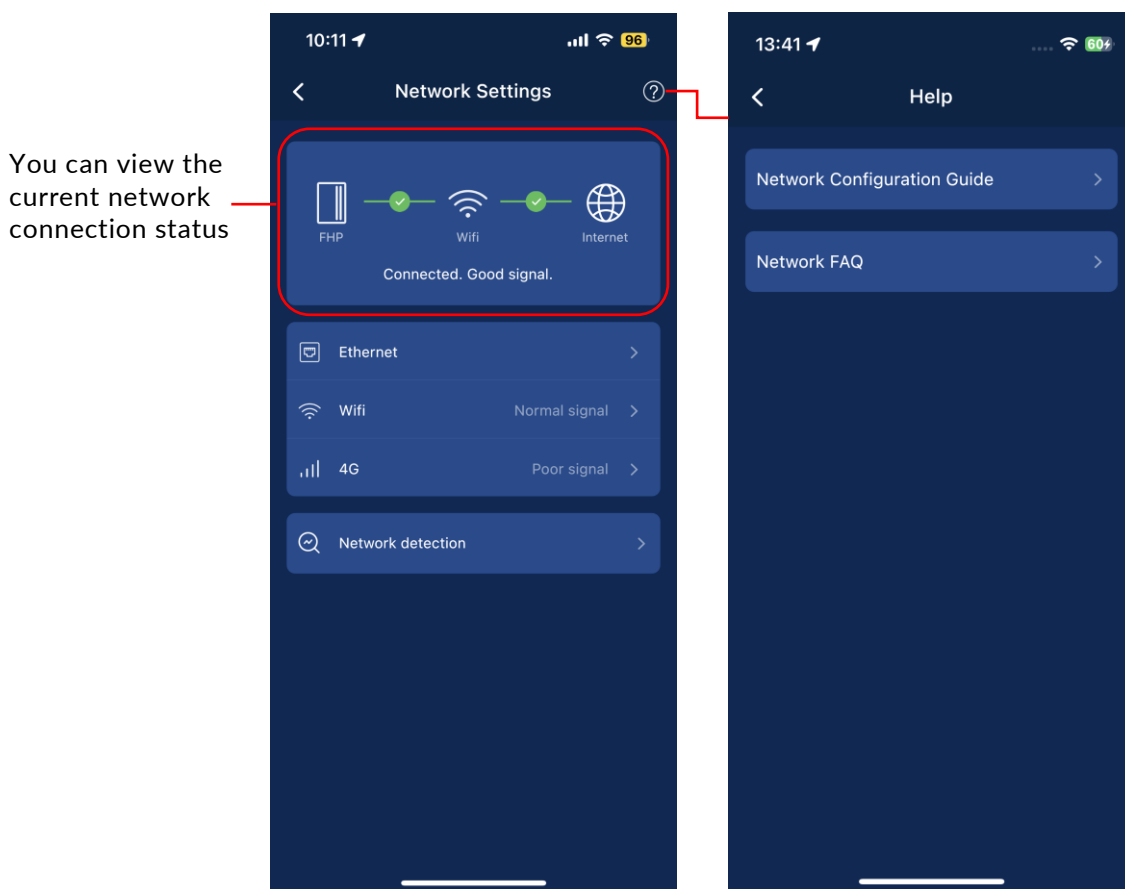


Or tap **Skip** on the Configure Wifi page (4G is connected by default).



*\*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. Currently, only 2.4Ghz Wifi connections are supported between the aGate and the router.*

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.



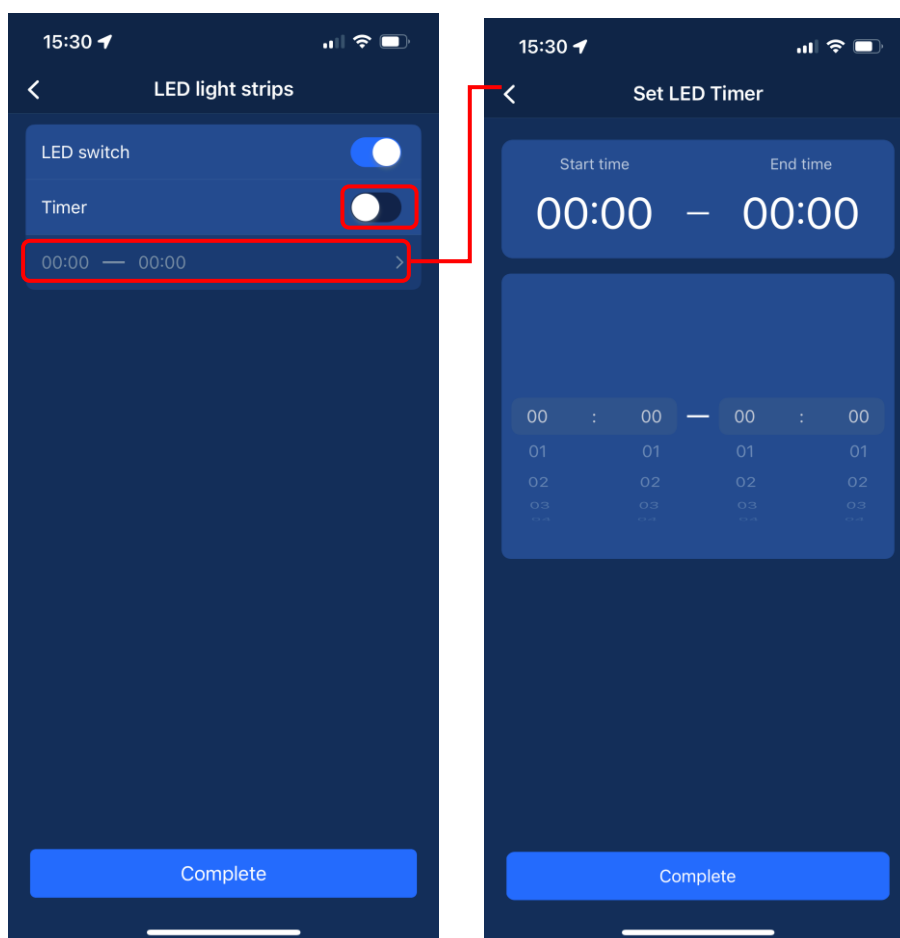
### aGate accessories

Click **aGate accessories** to view or bind the serial number of the Smart Circuits Module and the Generator Module 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.

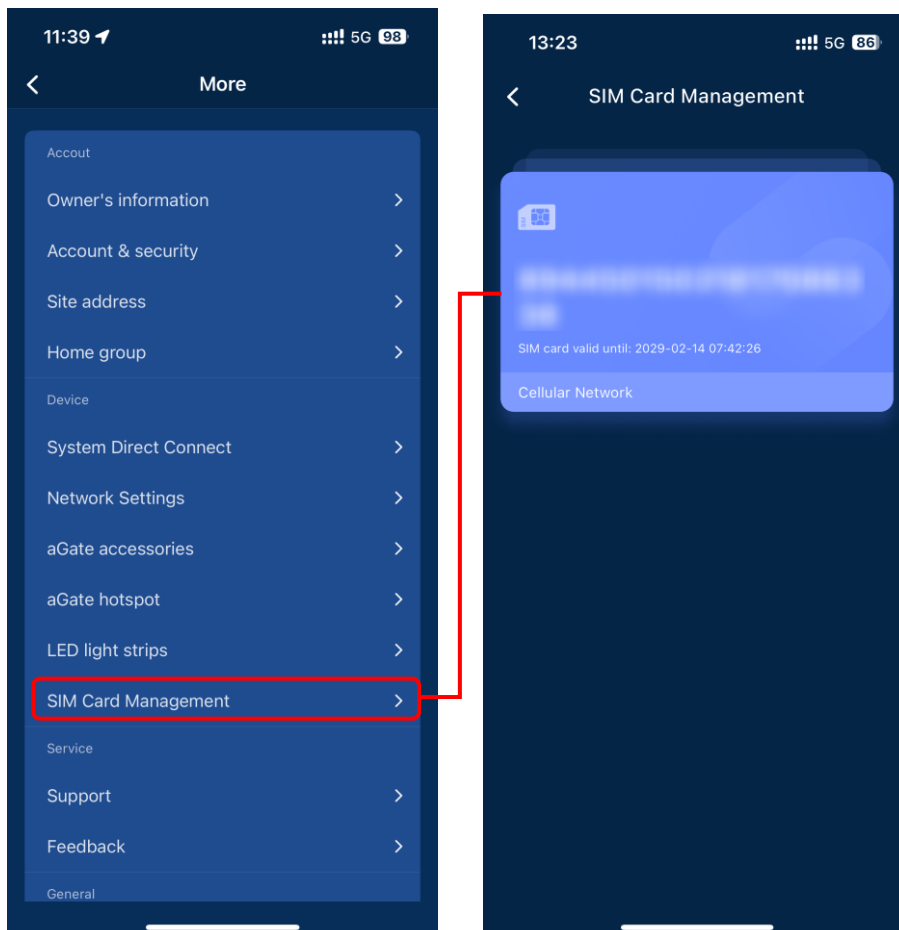
You can also set the lights on for a certain time period by using the slider to the right of **Timer** and entering the time period.





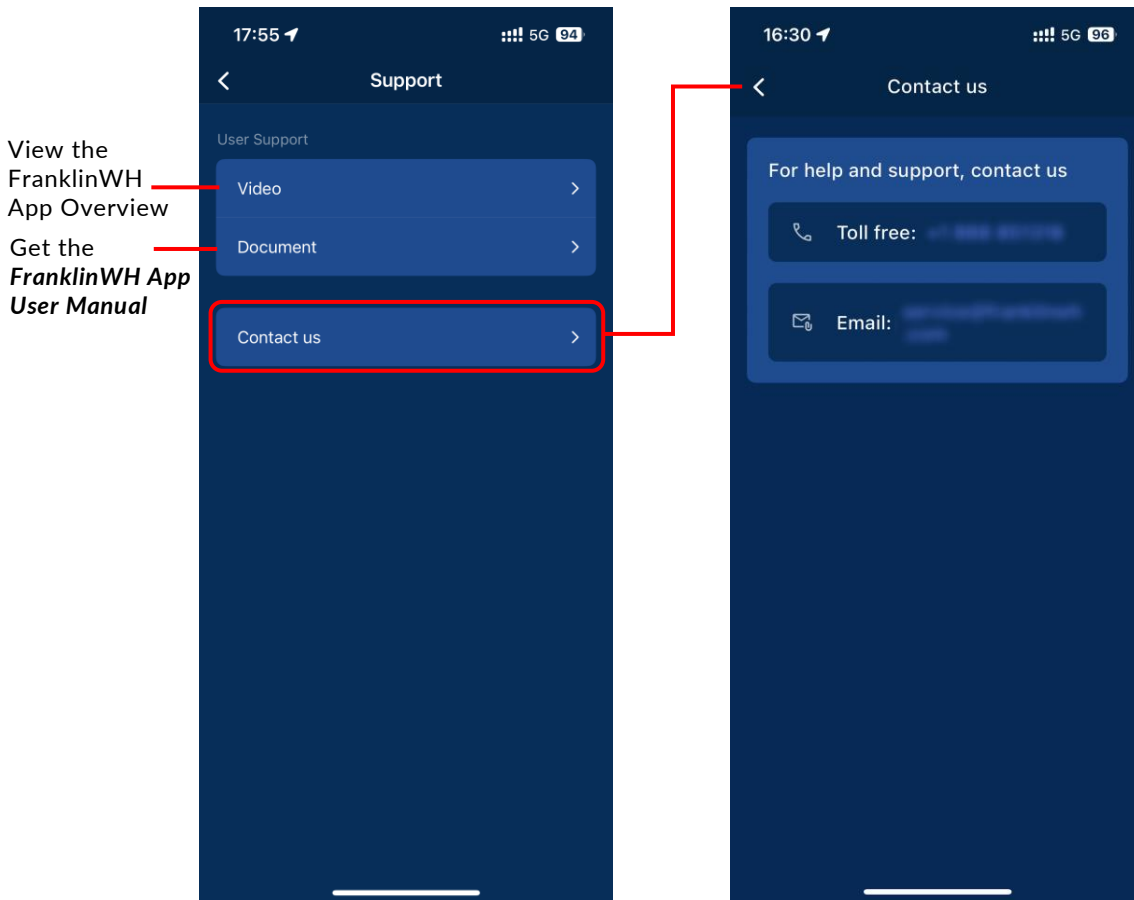
### SIM Card Management

Click **SIM Card Management** to view the validity period of your SIM card. The software will remind you 60 days before the expiration date that a payment is due.



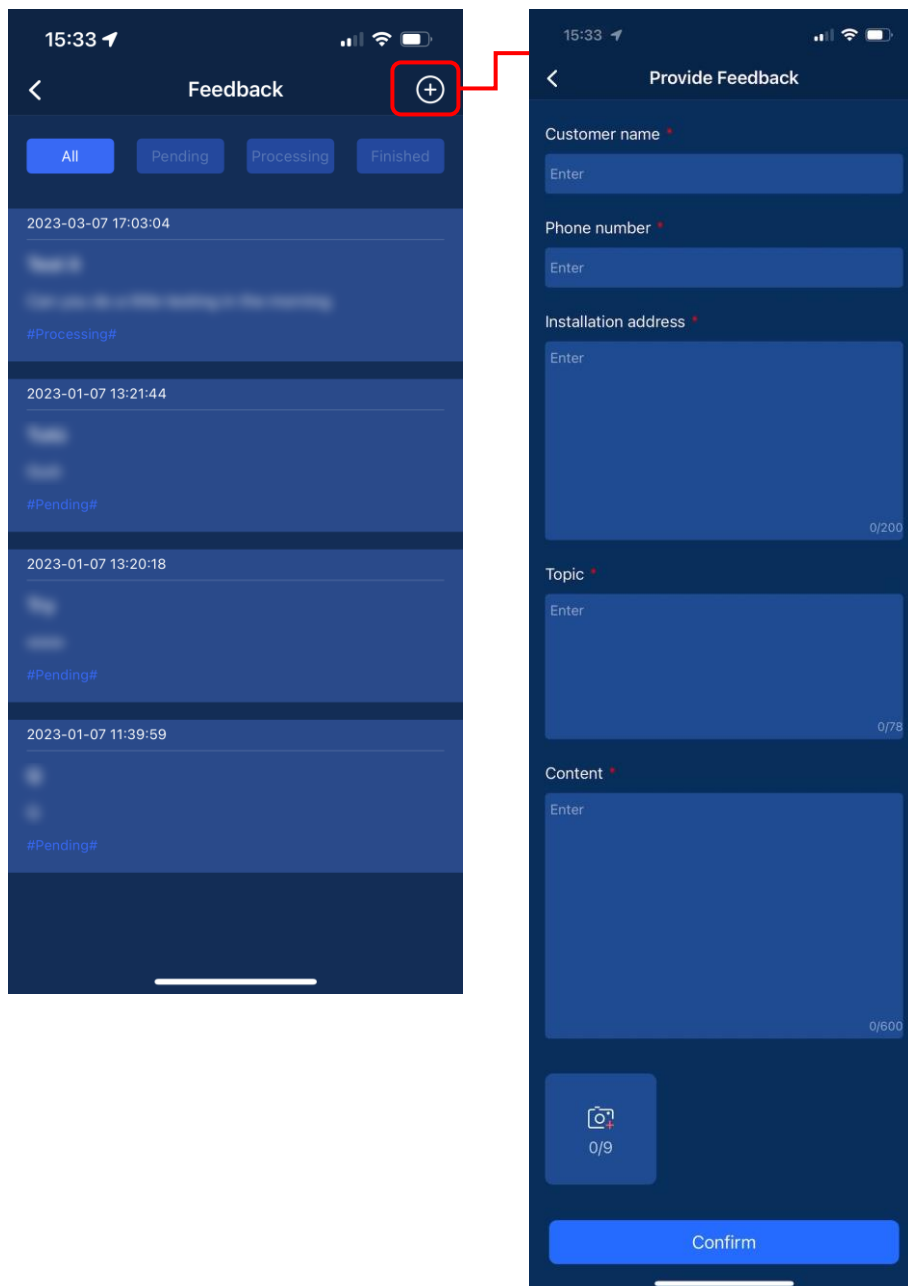
## Support

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



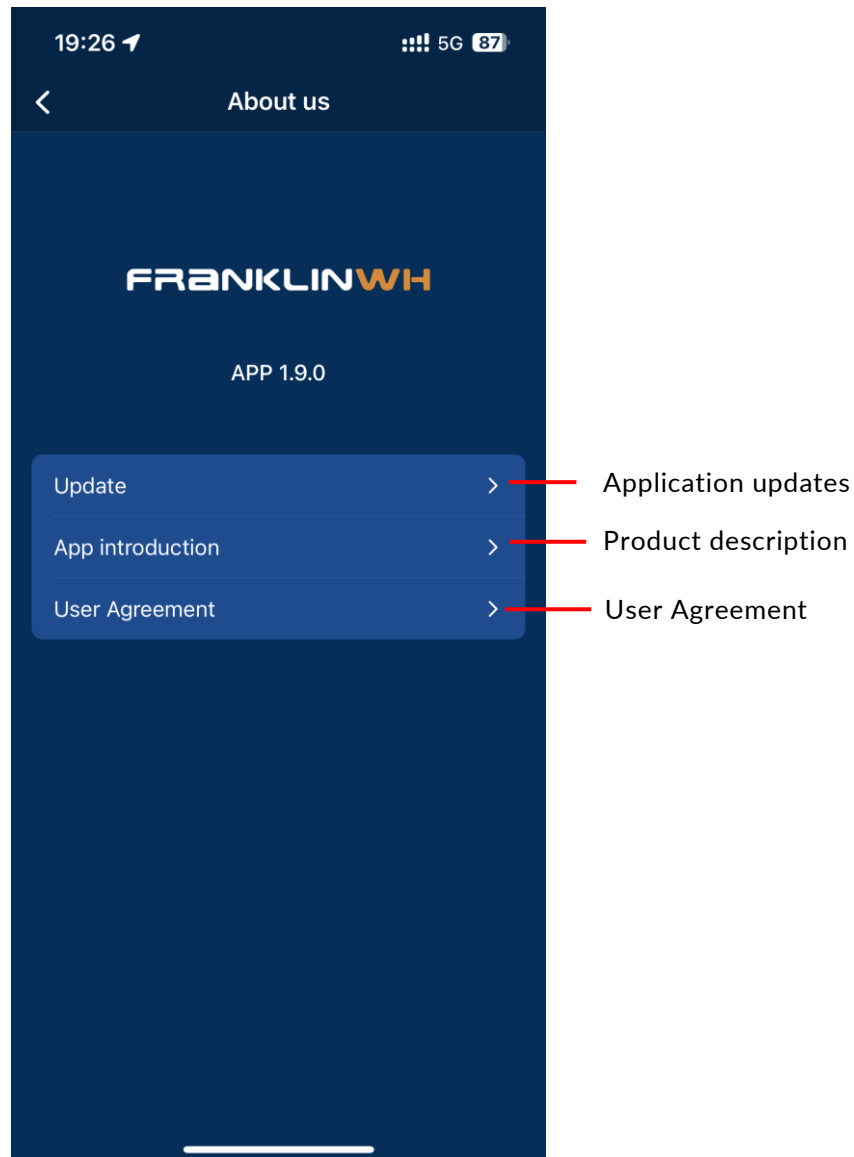
## Feedback

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.