



# FranklinWH FleetView Operations Manual

Version 2.15.0

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## FranklinWH FleetView Introduction

FranklinWH FleetView is an integrated device management system that provides for the monitoring, operations and maintenance of FranklinWH Systems. It provides reliable device cluster monitoring data for installers. The system includes management functions for device data overview, accounts, user data, device firmware, device data monitoring, 4G card, and system settings.

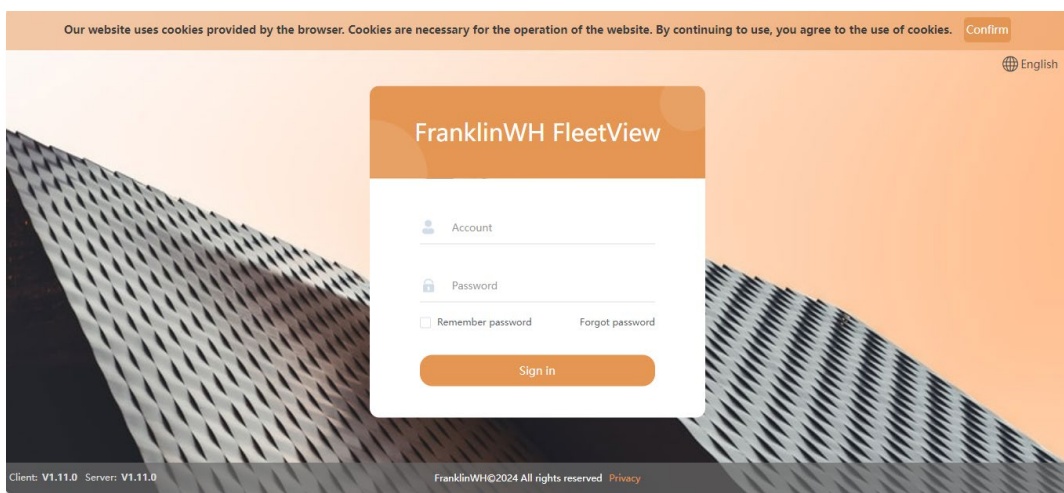
To use FranklinWH FleetView, visit the <https://energy.franklinwh.com>

The following manual applies to the FranklinWH FleetView, Version 2.15.0.

## Login Page

You can only use FleetView once you are an approved administrator or a FranklinWH Certified Installer. If you don't have an account, company administrators can apply for an account on the official website, while installers can contact their administrator to obtain a sub-account.

Access the FleetView page, enter your account and password, and click **Sign in**. The account supports two types of account login: account name and email. For example, FWH001 or info@franklinwh.com.

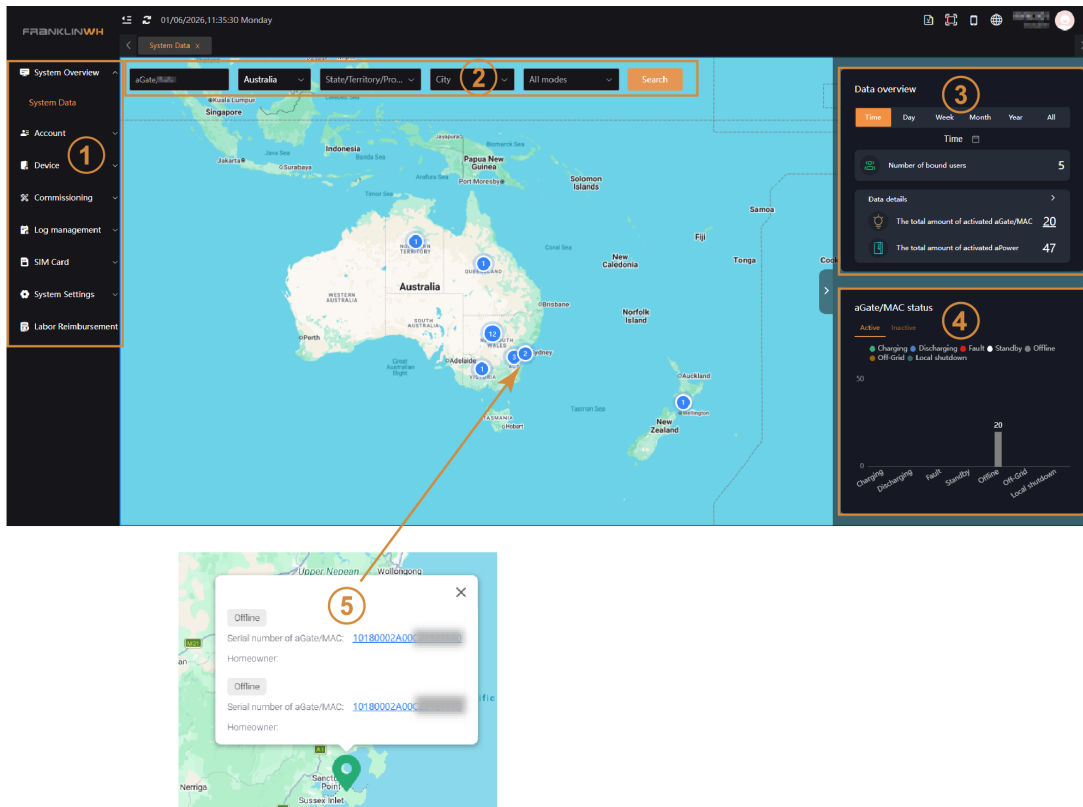


If you have forgotten your password, click **Forgot password**, provide the necessary information, and create a new password.

A screenshot of a dark-themed 'Forgot password' dialog box. It features several input fields: 'Account \*', 'Email address \*', 'Verification code \*' (with a 'Get verification code' button), 'New password \*', and 'Confirm password \*'. At the bottom, there are 'Cancel' and 'Confirm' buttons.

## System Overview

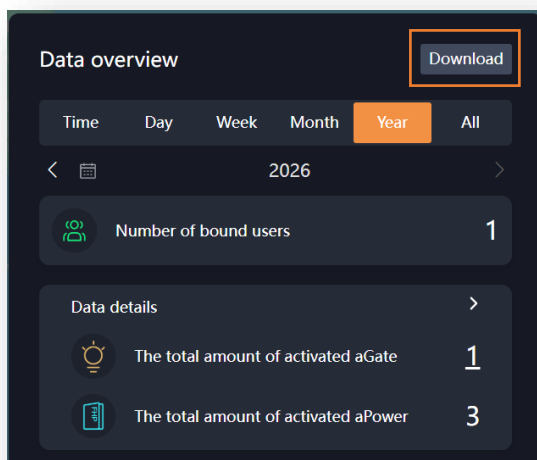
After logging in, you can view the detailed system dashboard where you can easily locate the activated aGates by checking the country, state, and city. Monitor the status of installed aGates and search for specific devices using keywords. Filter devices by installation time frames for comprehensive tracking.



The features are described in the table below.

No.	Description
①	<b>System function bar</b> Overview of FleetView functions. Click on different tabs to access the corresponding pages.
②	<b>Search bar</b> Search for devices by serial number, country, region, etc.
③	<b>Data overview</b> View the number of bound users, the total amount of activated aGates and aPowers for different time periods.
④	<b>aGate status</b> View the count of aGates in various operational status. Check the status of installed aGates.
⑤	<b>Map aGate numbers</b> Click a number to enlarge the map. Jump to a device by clicking the SN. Blue, gray, green colors represent normal, offline and multiple aGates at a single site, respectively.

If you need to download the annual installation statistics, filter by year in **Data overview** and click the download button at the top right.



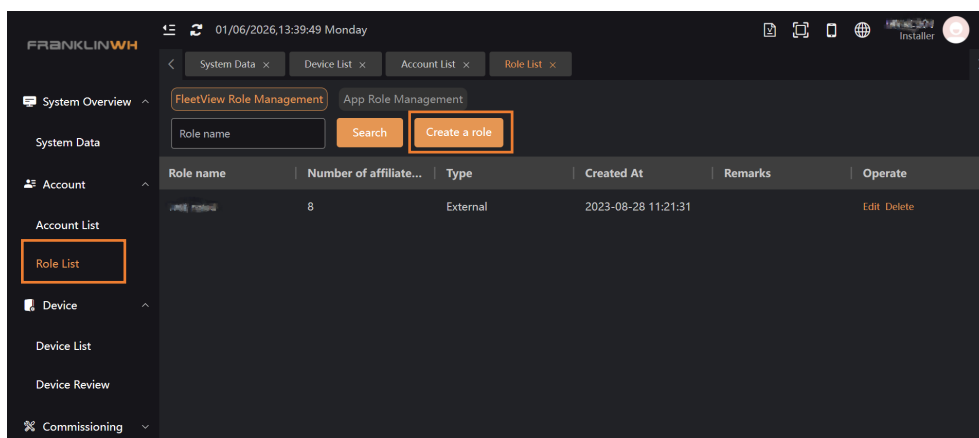
## Account

If you want to manage accounts or roles, you can access the **Account** bar. There are two subpages in the Account section: **Account List** and **Role List**. Company administrators can manage, create, and assign FranklinWH FleetView permissions for their employees.

### Create a new account

To create a new account, a new role must be created first for assignment. If the role has already been created, you can skip Step 1.

Step 1. Click **Role List > Create a role**. Create a role for each team member.

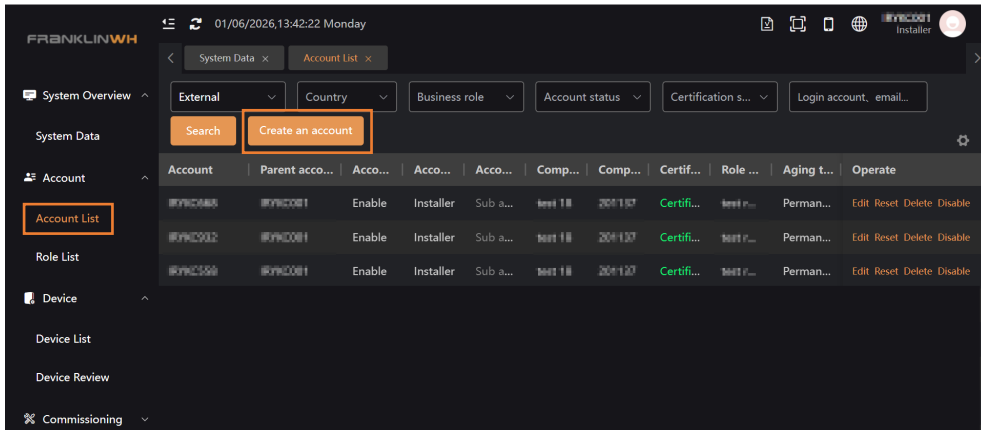


Enter the corresponding role information and assign permissions.

The 'Create a role' dialog box is shown. It contains the following fields and options:

- Type \***: External (dropdown)
- Business role \***: Installer (dropdown)
- Role name \***: Role name (text input)
- Remarks**: Enter note (text input)
- Permission menu \***:
  - System Overvi...
  - Account
  - Commission
  - Device
  - System Settings
  - Labor Reimburse...
- Function button**: No data yet
- Buttons**: Cancel, Confirm

Step 2. Click **Account List > Create an account**. A FranklinWH Certified Installer can create sub-accounts for each team member.



Follow the instructions to enter the required information and assign roles to the account.

**Create an account**

Business role \*  Company name \*

Account role \*  Validity period \*

User name \*  Email address \*

Contact info \*  Account status  Enable  Disable

Job position  Address

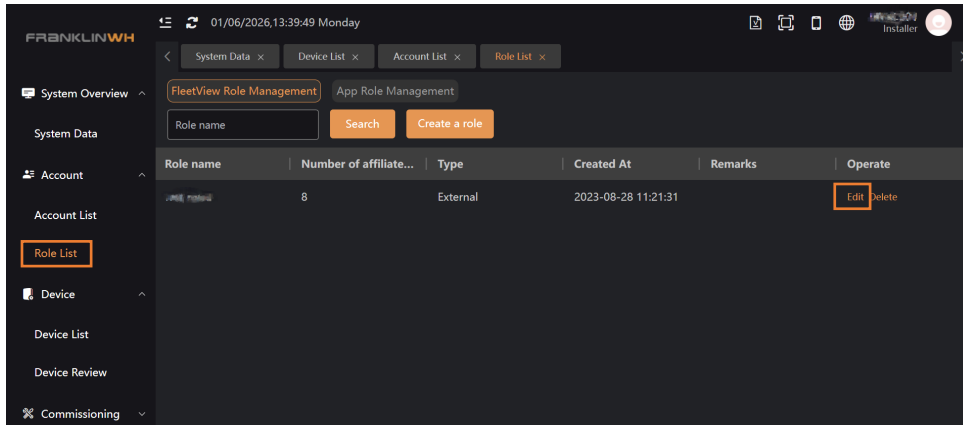
Remark

### Edit role and account information

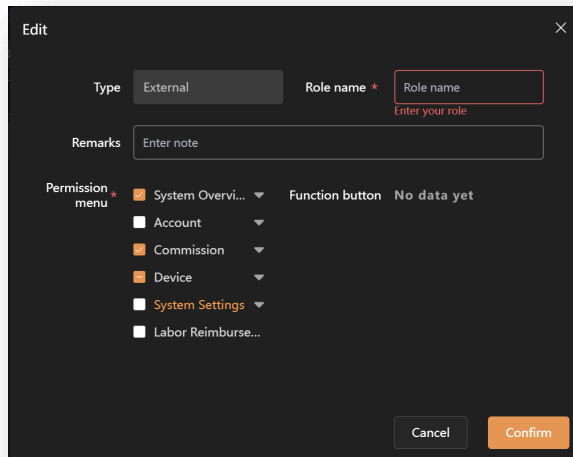
If there are any errors or updates in the previously entered information, you can edit existing role and account information here.

#### Role Information Editing

Click **Role List > Edit** to edit role information.

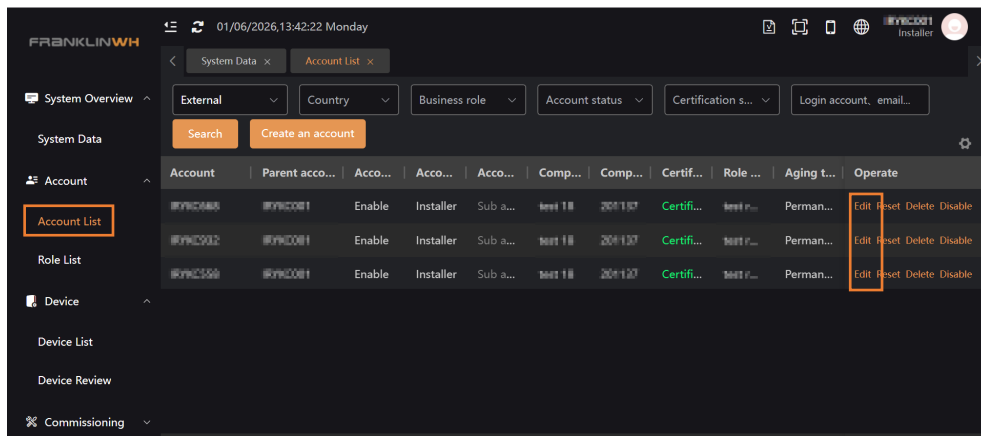


Edit existing role details and reassign permissions.



## Account Information Editing

Click **Account List > Edit** to edit account information.



Edit basic information, reassign roles, and adjust validity period.

**Edit account** ✕

Business role \*  Company name \*

Account role \*  Validity period \*

User name \*  Email address \*   
Enter user name Enter email address

Contact info \*  Account status  Enable  Disable  
Enter contact info

Job position  Address

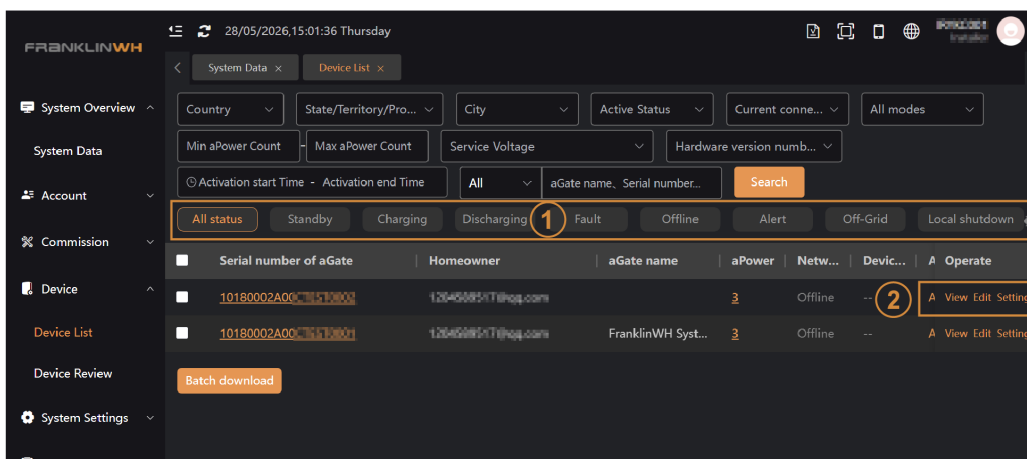
Remarks  All FranklinWH System permissions  Enable  Disable ?

\* By enabling **All FranklinWH System permissions**, company administrators can assign administrator’s permission to other accounts.

# Device

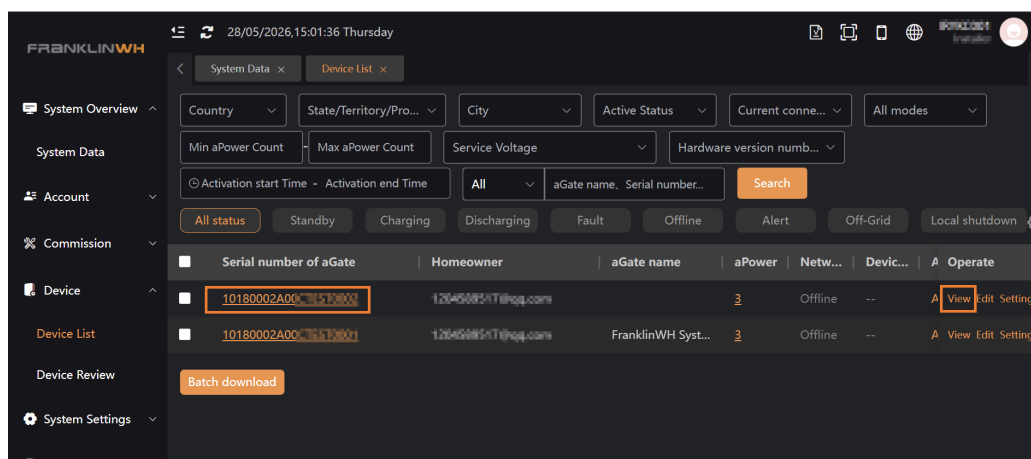
## Device List

If you want to review and configure the device, access the **Device > Device List** page. You can view the operational status and real-time or historical performance data of a specific installed device. This includes live energy flow, power/SOC trends, system status, filterable energy sources, loading rates, and alert/fault details, enabling efficient system management.

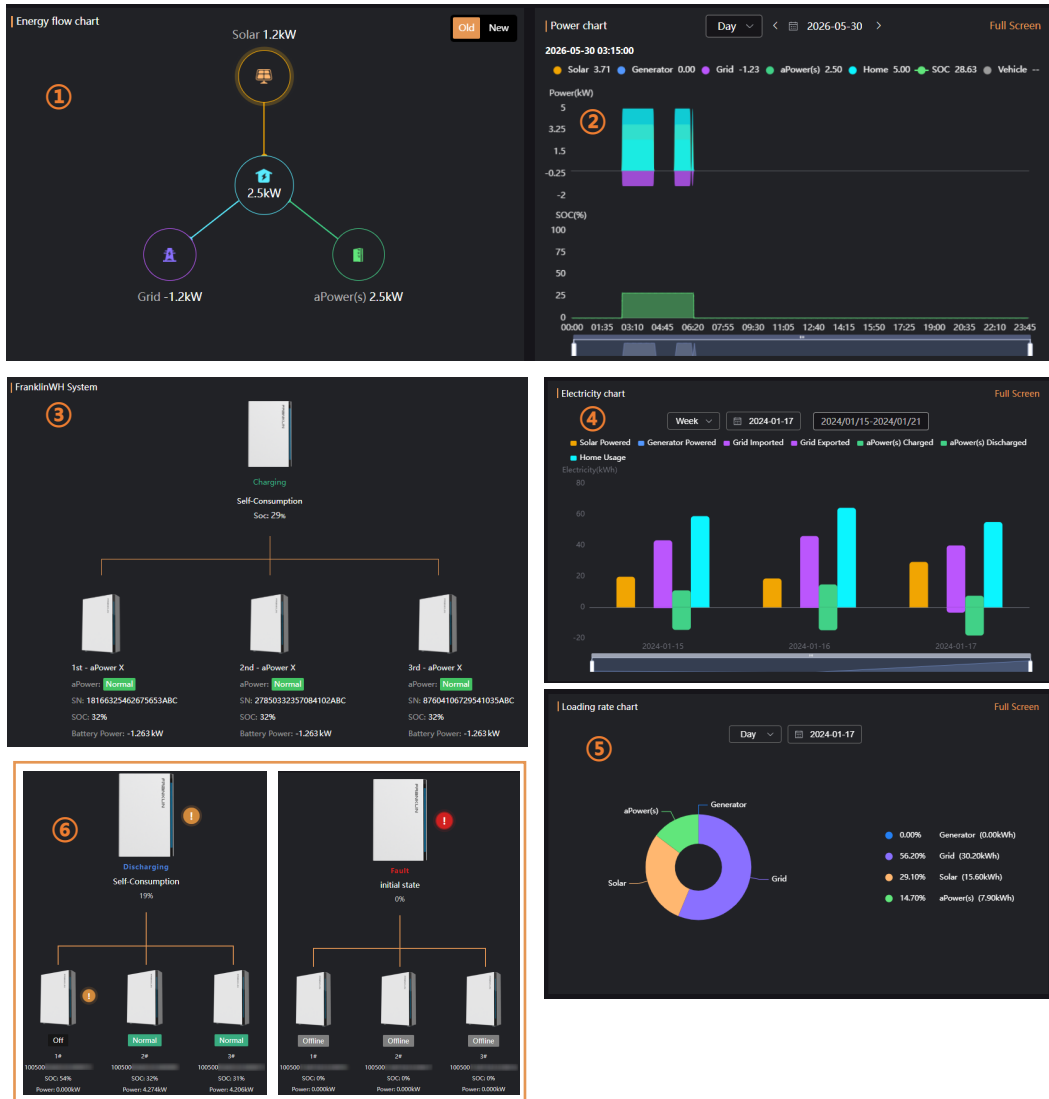


No.	Description
①	Filter devices by operational states.
②	Operation bar on the right side of the device: <ul style="list-style-type: none"> <li>Click <b>View</b> to check the device.</li> <li>Click <b>Edit</b> to modify device information.</li> <li>Click <b>Settings</b> to configure the device.</li> </ul>

If you want to access information about the specific device, click the serial number of the device, or **View** on the right side.



Navigate to the **Device List – Details** page to view specific device information.

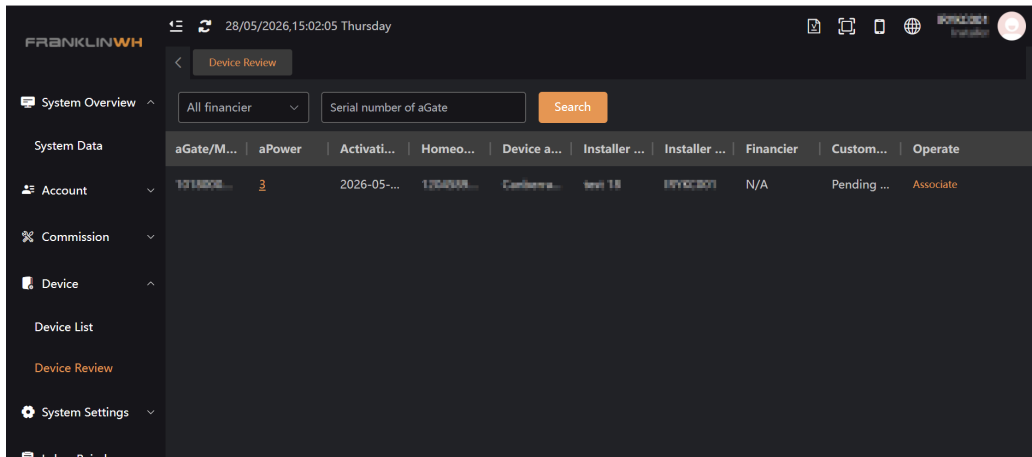


No.	Description
①	Energy flow chart. Showing the real-time energy flow of the system.
②	Device power chart, showing the power supplied or consumed over time, as well as aPower SOC. Each system uploads data every 5 minutes.
③	FranklinWH System status. Real-time display of the aGate and its aPowers, with operating mode and status.
④	Electricity supplied or used by different energy sources. You can click on each filter.
⑤	Loading rate chart, the percentage of electricity supplied to the home by different energy sources.
⑥	For a device alarm or fault, real-time status is displayed. Click the exclamation point to view details. Click the icon next to aGate for all alerts or faults and click the icon next to aPower for specific.

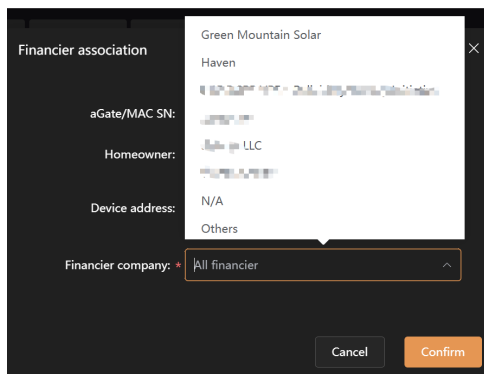
## Device Review

The Device Review is provided for financiers to manage their respective devices. Click **Device > Device Review** to enter the page.

During the commissioning by the installer, it is required to select whether the device belongs to a financier. Once confirmed through FleetView as a device distributed by a major partner, it will appear in the device list.



Click **Associate** to change the aGate associated with the financier.

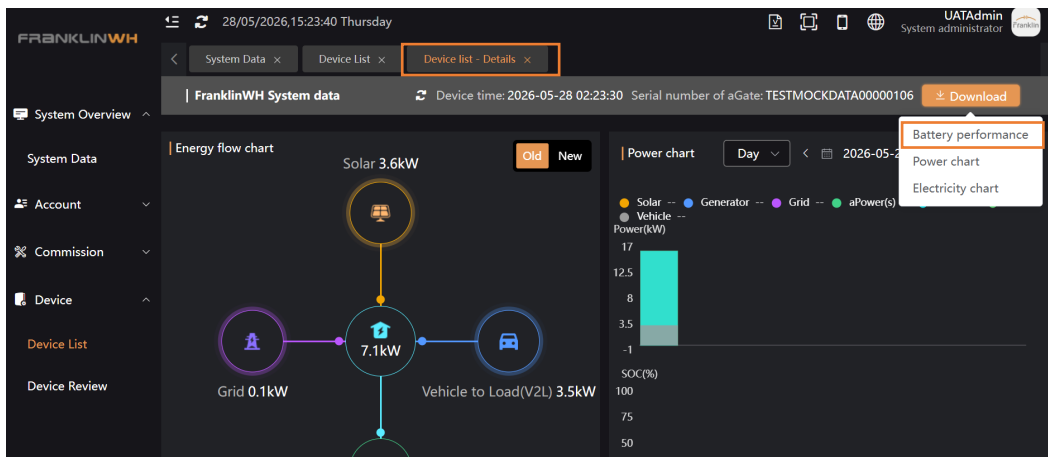


### Downloading System Data

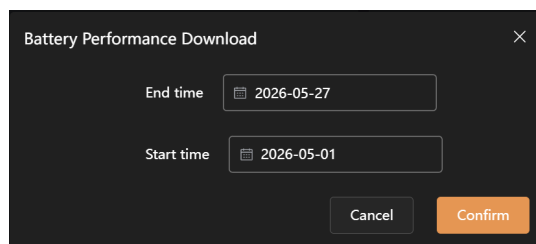
Installers can submit electricity consumption data to the relevant state or territory energy authority for subsidized incentives. The data to be provided should include 15-minute intervals for all equipment, power, energy, and SOC data.

The download process is shown as follows.

Step 1. Select **Download** in the upper right corner of the **Device List - Details**, click **Battery performance**.



Step 2. Select the end data. The default selection is the first seven days of data, and then click **Confirm** to get the data.

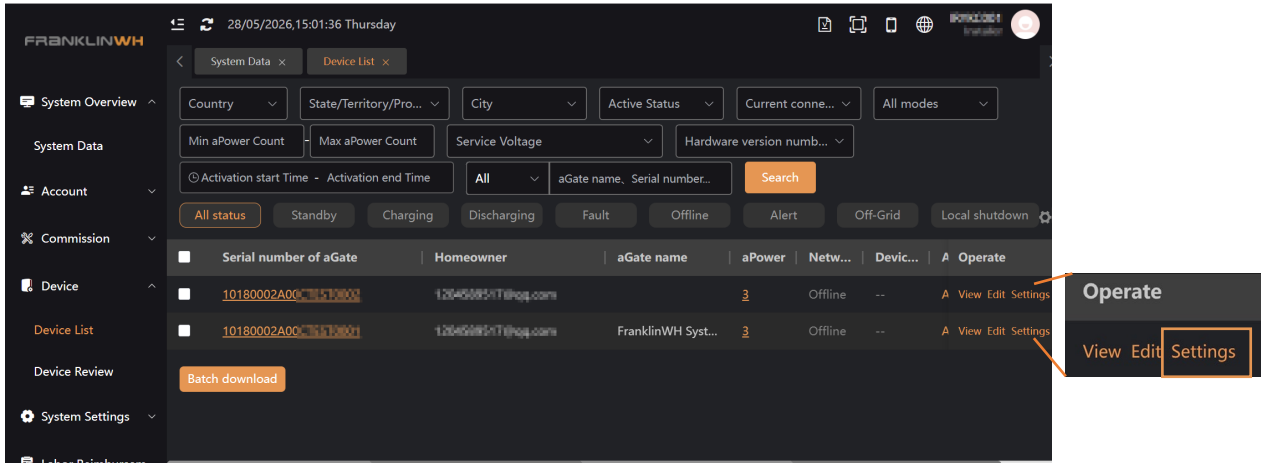


The following is an example of downloaded data, you can see the corresponding power, energy, and battery SOC.

Battery 1#	100500				
Battery 2#	100500				
aGate#	100500				
AC Battery Serial #	Created Date	Power (kW)	Energy (kWh)	State of Charge (%)	
100500	2023-12-25 00:00	-0.031		0	99.9
100500	2023-12-25 00:15	0.03		0	99.8
100500	2023-12-25 00:30	0.029		0	99.8
100500	2023-12-25 00:45	0.029		0	99.8
100500	2023-12-25 01:00	0.029		0	99.8
100500	2023-12-25 01:15	0.031		0	99.8
100500	2023-12-25 01:30	0.03		0	99.8
100500	2023-12-25 01:45	0.03		0	99.7
100500	2023-12-25 02:00	0.03		0	99.7

## Device Settings

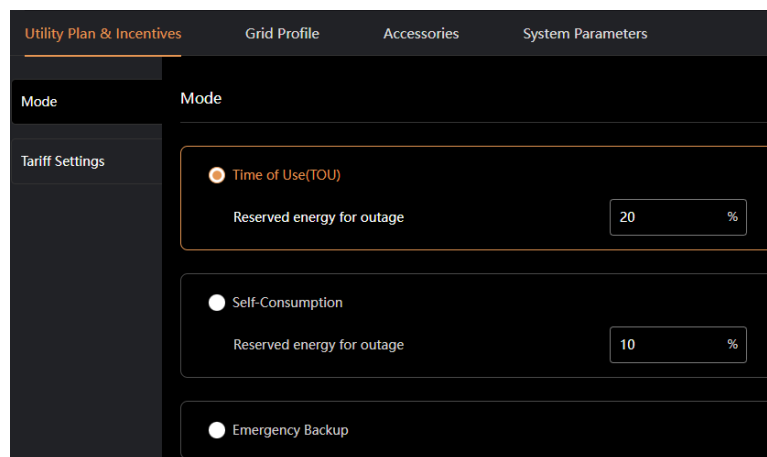
If you want to configure the device, click **Settings**.



This will take you to the device settings page where you can set up **Utility Plan & Incentives**, **Grid Profile**, **Accessories**, and **System Parameters**.

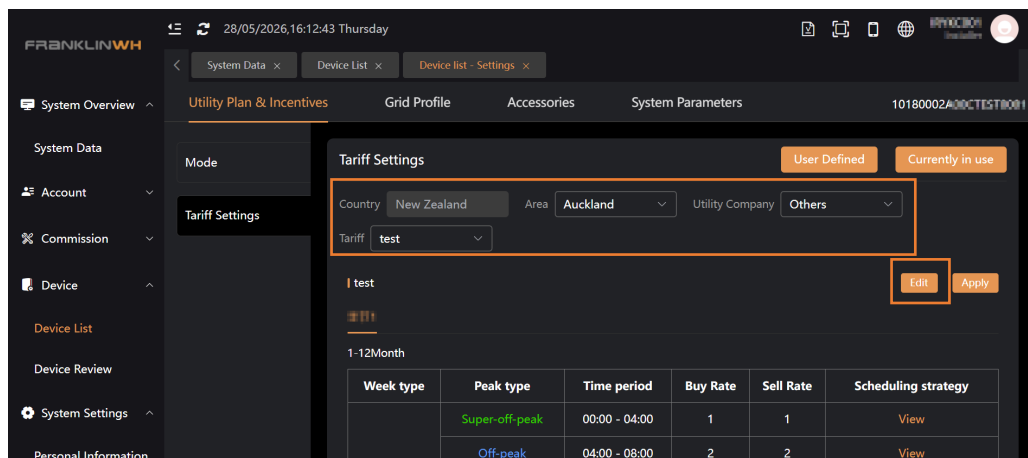
### Utility Plan & Incentives

In Utility Plan & Incentives, select the system operating mode to optimize energy usage according to your needs. Three options are available: Time of Use (TOU), Self-Consumption, and Emergency Backup.



## Tariff Settings

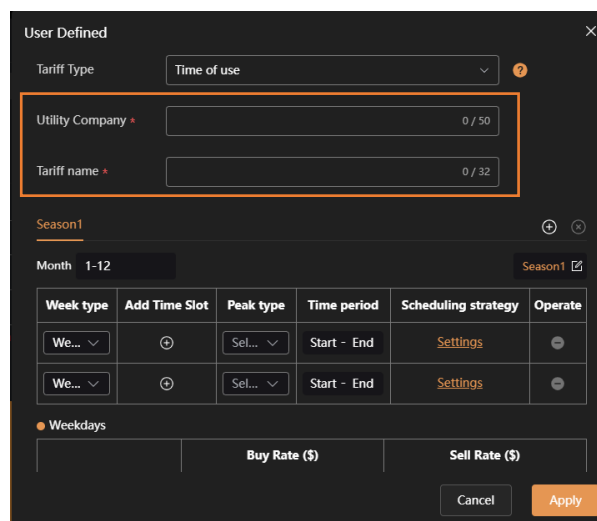
Based on the area, utility company, and tariff name, select the appropriate tariff and view the details as shown below. Click **Edit** to adjust the current template.



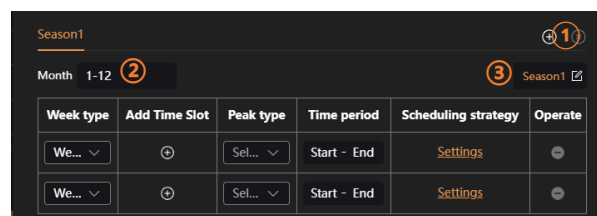
## Customize Tariff

Click **User Defined** to create a customized tariff plan.

Step 1. Select the tariff type. Fill in the Company and Tariff names.

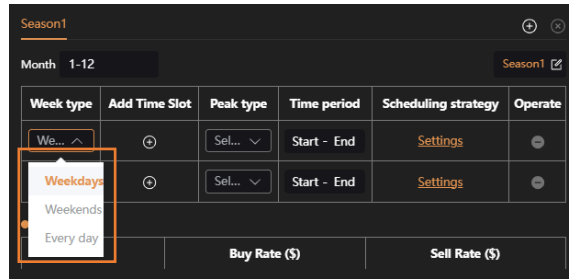


Step 2. Modify the season.

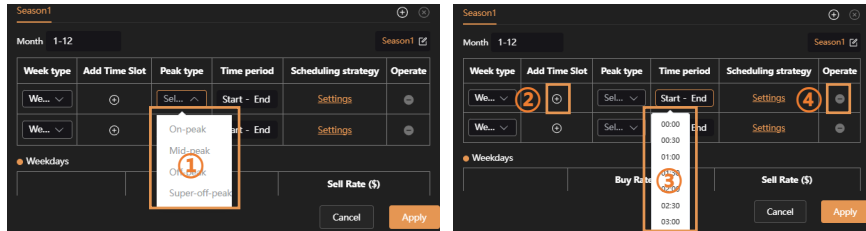


- ① Add or delete seasons according to the customer's utility.
- ② Select month of season.
- ③ Modify the season name.

Step 3. Select **Weekdays**, **Weekends** or **Every day** from the week selector.

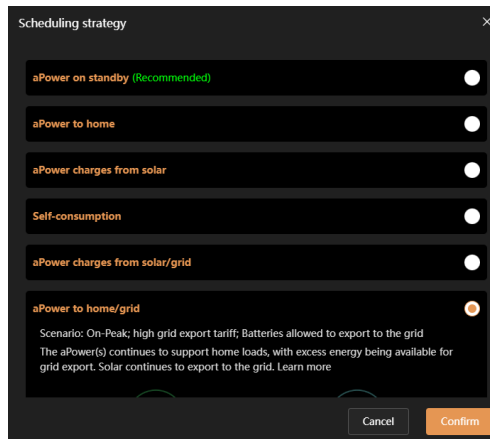


Step 4. Set the Peak type and time period.



- ① Select the Peak type.
- ② Add the time period.
- ③ Select the time period.
- ④ Delete the time period.

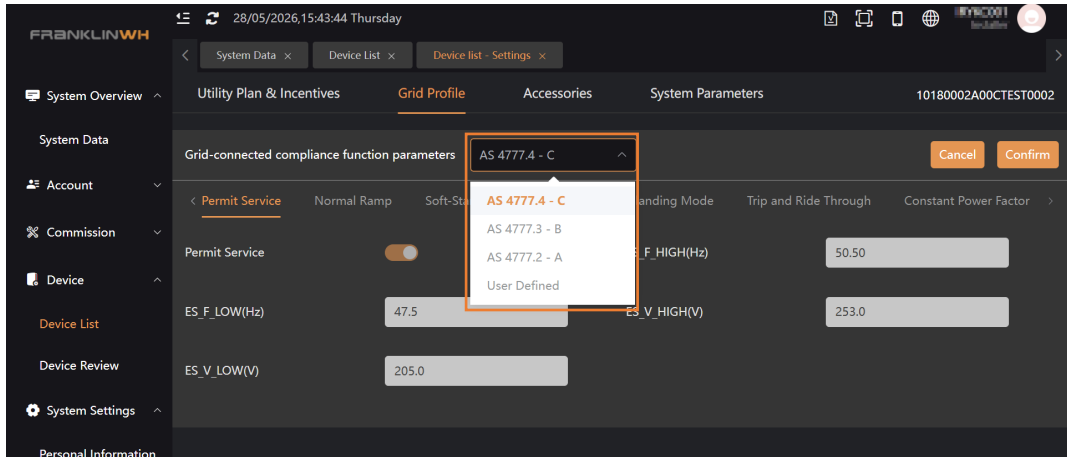
Step 5. Schedule the energy dispatch strategy based on your needs.



Status	Description
aPower charges from solar/grid	Solar and grid charge the aPower; Grid supplies home loads.
aPower charges from solar	aPower charges using solar power only.
aPower to home	aPower discharges to supply home loads.
aPower on standby	Optimize solar self-use, export excess to grid.
Self-consumption	Optimizes solar self-consumption by storing excess solar energy and discharging when needed.
aPower to home/grid	aPower support home loads, with excess energy export to grid. Solar exports to grid.

## Grid Profile

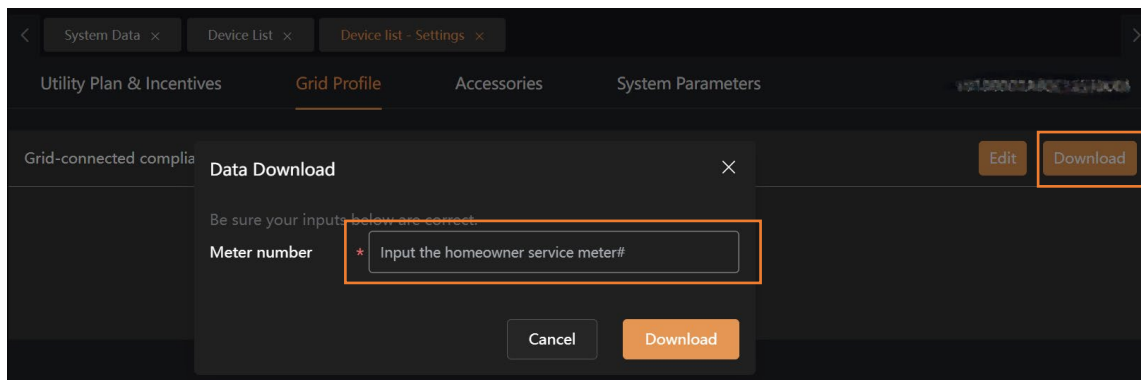
In **Grid Profile**, you can choose from available grid profiles to meet the local utility's grid-tied compliance standards. If the local grid profile is not available, tap **User Defined** to set the parameters.



## Downloading Grid Configuration File

The download process is as follows.

Click **Download**. Input the homeowner service meter number and click **Download** to download the grid configuration file.



The following is an example of a downloaded grid configuration file, which presents all relevant grid configuration data.

Grid profile Setting Report

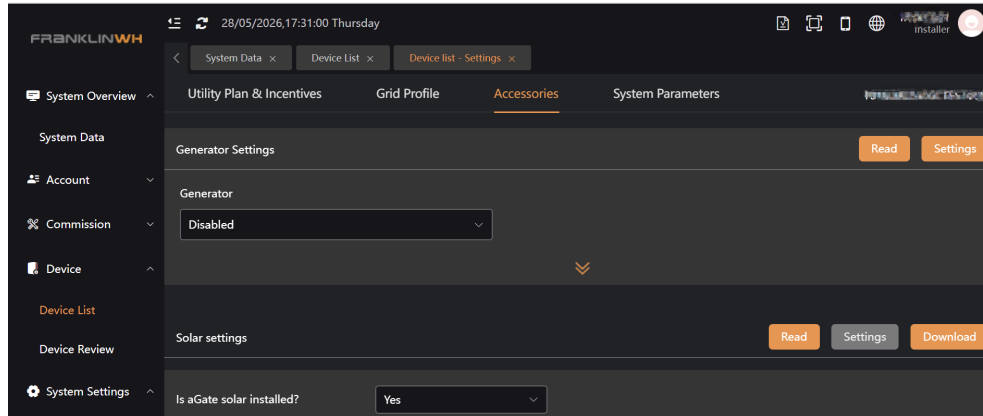
Report generated on 2024-09-29  
 Service Meter # 1  
 Address San Diego, San Diego, California, United States  
 System Information  
 Utility Other  
 Tariff  
 Installer  
 Manufacture  
 aGate serial number 1C  
 aGate Model aGate X  
 aGate quantity (pcs) 1  
 aPower Model aPower 2.X  
 aPower unit capacity (kW/kWh) 10.0kW/16.0kWh  
 aPower quantity (pcs) 1  
 aPower total capacity (kW/kWh) 10.0kW/16.0kWh

Grid Profile Settings

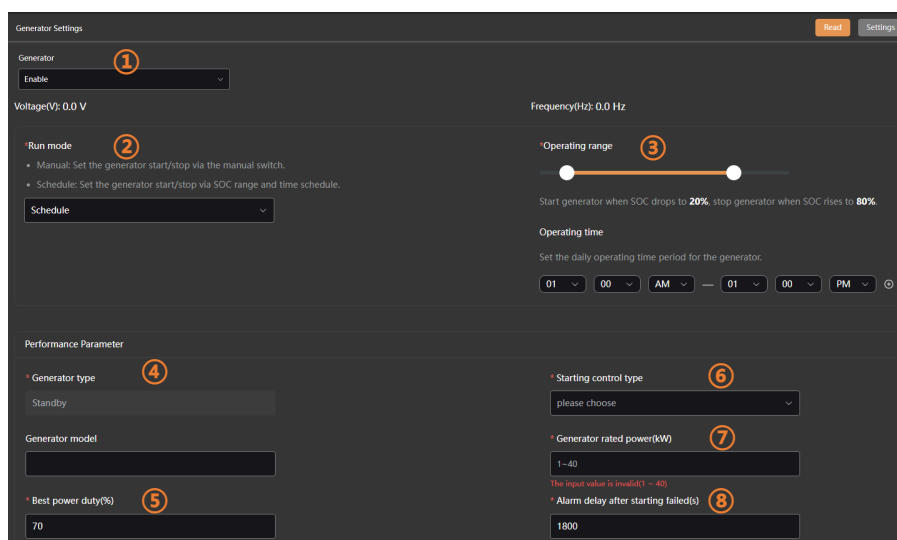
Names	Items	Parameter	Unit	Setting
Permit Service		ES_PERMIT_SERVICE_AS	0.Disable 1.Enable	1
		ES_V_LOW_AS	%	91.7
		ES_V_HIGH_AS	%	105
		ES_F_LOW_AS	Hz	59.5
		ES_F_HIGH_AS	Hz	60.1
Soft-Start Ramp		ES_DELAY_AS	s	300
		ES_RAMP_RATE_AS		
Unintentional Islanding Mode		UI_MODE_ENABLE_AS	0.Disable 1.Enable	1
Trip and Ride Through	OV1	OV1_TRIP_V_AS	%	110
	OV1	OV1_TRIP_T_AS	s	13
	OV2	OV2_TRIP_V_AS	%	120
	OV2	OV2_TRIP_T_AS	s	0.16
	UV1	UV1_TRIP_V_AS	%	88
	UV1	UV1_TRIP_T_AS	s	21
	UV2	UV2_TRIP_V_AS	%	50
	UV2	UV2_TRIP_T_AS	s	2
	UV3	UV3_TRIP_V_AS	%	50
	UV3	UV3_TRIP_T_AS	s	2
	OF1	OF1_TRIP_F_AS	Hz	61.2
	OF1	OF1_TRIP_T_AS	s	300
	OF2	OF2_TRIP_F_AS	Hz	62
	OF2	OF2_TRIP_T_AS	s	0.16

## Accessories

On the Accessories page, you can configure the generator and solar settings. This step is necessary only when the relevant module is installed. If the module is not present, skip this section. You also have the option to configure this step via the FranklinWH App, refer to the **Commissioning Guide** if you choose that method.



## Generator Settings



- ① **Enable:** The installer can enable/disable the generator. Enable the generator after it has been physically installed or disable the generator after it has been physically disconnected.
- ② **Run mode-Manual:** Customers may manually start or stop the generator.  
**Run mode-Schedule:** The generator will start only when both the battery SOC is below the lower limit, and the set time period is active. The generator will stop immediately if the SOC reaches the set upper limit, or if the current time falls outside the set period.
- ③ **Operating range:** Adjust the slider to set the SOC upper and lower limits.
- ④ **Generator type:** Standby or Portable.
- ⑤ **Best power duty:** Set the best duty efficiency point of the generator (70% by default). Please refer to the generator manual or consult the generator supplier for the optimal setting.
- ⑥ **Start control type:** Select the generator type: Voltage sensing, ATS, or Dry contact.
- ⑦ **Generator rated power:** Refer to the value on the generator nameplate.
- ⑧ **Alarm delay after starting failed(s):** Set the delay period for the generator to be started. If generator startup failed, the system will push a message to the customer.

## Solar Settings

Configure the PV system connected to the aGate.

- ① **Is aGate solar installed?:** Default is No. Select Yes if solar is connected to the aGate.
- ② **Access port:** Select the access port: PV1 or PV2.
- ③ **Rated power of PV1/ Rated power of PV2:** Set the rated power of PV1 and PV2.
- ④ **Standalone Solar Metering Phase System:** Configure to match the homeowner's installation.

## System Parameters

Configure solar and grid parameters.

### PCS settings

- ① **Grid Import:** Enable to allow grid charging during off-peak in TOU mode; When disabled, the aPowers will only be charged from solar. The default setting is No.
- ② **Grid Import Limit:** 0.1–99999.0 kW.
- ③ **Energy Export:** Determines on-peak export in TOU mode. **Solar Only**, **Solar & aPower**, or **No Export**.
- ④ **Grid Export Limit:** 0.1–100000.0 kW (not needed if **No Export**).

**Note:** Some local electric utility regulations in Australia may require that grid charging and battery export not operate simultaneously on the same system. Non-compliant systems may be restricted to zero import or zero export. Check with your local DNSP for specific requirements.

Is grid connected?  
Yes ①

Grid rated voltage  
230V ②

Rated Current of Utility Grid Point Circuit Breaker(A)  
32 ③

Use reserve SOC to provide Grid Support  
No ④

Current device version does not support this configuration

- ① **Is grid connected?:** The default setting is **No**. If the system is connected to the grid, select **Yes**.
- ② **Grid rated voltage:** Set the grid voltage: **230 V** or **240 V**.
- ③ **Rated Current of Utility Grid Point Circuit Breaker(A):** 32 A, 63 A, 80 A, or Customize.
- ④ **Use reserve SOC to provide Grid Support:** When enabled, the system can use its backup reserve to support the grid during peak demand.

Allow system export to grid? ①  
Yes

Max allowable export rated power ②  
Limit

Max allowable export power(kW) ③  
1.5

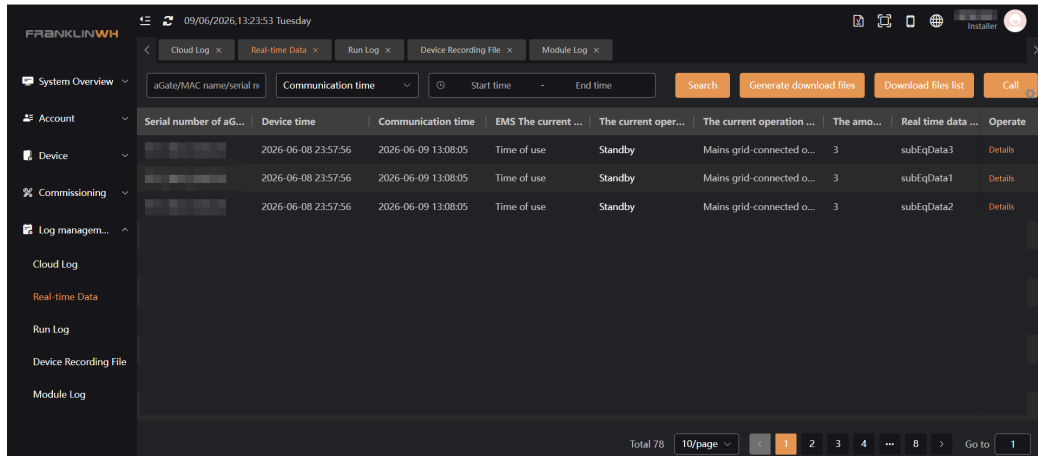
Grid phase system ④  
Three Phase

Confirm

- ① **Allow system export to grid?:** Configure whether allow the system to export power to the grid. If yes, set the maximum allowable export power ② in compliance with local requirements and site conditions.
- ② **Max allowable export rated power:** Select whether to impose a limit on the maximum export power: **Limit** or **No Limit**.
- ③ **Max allowable export power:** If **Limited** is selected in item ②, enter the maximum allowable export power value.
- ④ **Grid phase system:** Select the grid phase type: **Single Phase** or **Three Phase**.

## Log Management

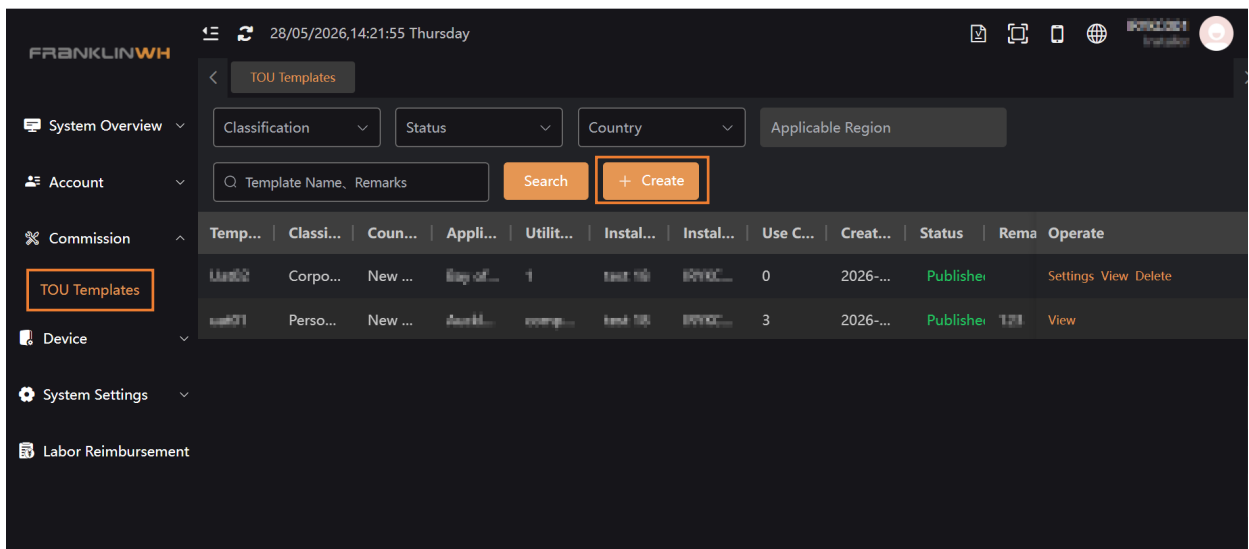
FleetView records real-time operational data, historical events, alerts, file operations, and module-level diagnostic logs, enabling operators and installers to monitor device status and troubleshoot issues.



## TOU Templates

Installers can preset Time of Use (TOU) templates in FleetView, including utility provider, tariff plan, and dispatch schedules. These templates can then be directly referenced in the FranklinWH App, enabling quick on-site commissioning.

Click **TOU Templates > + Create**.



Configure all tariff-related settings including Template name, tariff type, utility company, tariff name.

Template Information

\*Template Name 4/100 \*Category Corporate \*Country Australia

\*Applicable Region New South Wales

Utility Company & Tariff

Tariff Type Time of use \*Utility Company 1/50 \*Tariff name 1/32

Season Configuration

Season1 + Add Season ①

\*Season Name ② Season1 7/32 \*Month Range ③ 1-12

Weekdays Weekends ④ Every day

# \*Time period ⑤ \*Peak type ⑥ \*Scheduling strategy ⑦

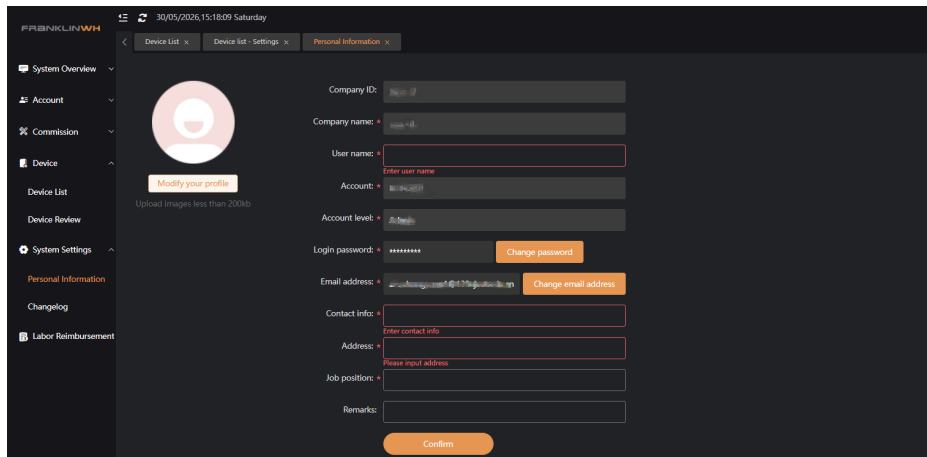
1 Start - End

- ① Add seasons according to the customer's utility.
- ② Modify the season name.
- ③ Select month of season.
- ④ Select Weekdays, Weekends or Every day.
- ⑤ Set the time period.
- ⑥ Set the Peak type.
- ⑦ Schedule the energy dispatch strategy.

## System Settings

### Personal Information

If you need to edit your personal information, you can click on **System settings > Personal Information**. Viewing and editing personal account information.



The screenshot shows the 'Personal Information' settings page in the FranklinWH application. The page is dark-themed and features a sidebar on the left with navigation options: System Overview, Account, Commission, Device, Device List, Device Review, System Settings (selected), Personal Information (highlighted), Changelog, and Labor Reimbursement. The main content area displays a profile card with a circular profile picture and a 'Modify your profile' button. Below the profile card, there are several input fields for personal information, each with a corresponding 'Change' button:

- Company ID: [text input]
- Company name: [text input]
- User name: [text input] (with a red error message 'Enter user name')
- Account: [text input]
- Account level: [text input]
- Login password: [password input] (with a 'Change password' button)
- Email address: [text input] (with a 'Change email address' button)
- Contact info: [text input] (with a red error message 'Enter contact info')
- Address: [text input] (with a red error message 'Please input address')
- Job position: [text input]
- Remarks: [text input]

At the bottom of the form is a 'Confirm' button.

Here you can set your username, account, password, email, and other information. After entering new information, click **Confirm** to save.