



FranklinWH FleetView Operations Manual

Version 2.0.0

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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.

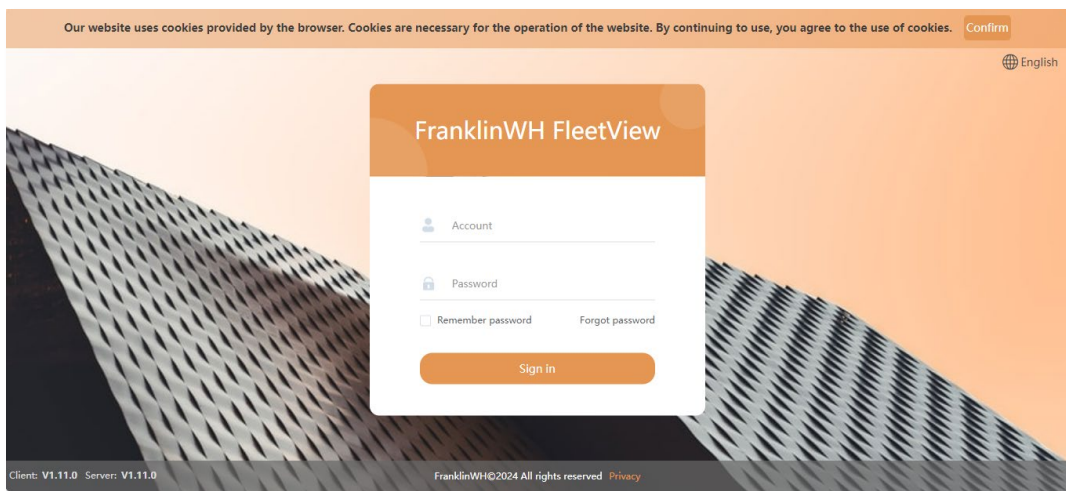
To use FranklinWH FleetView, visit the <https://energy.franklinwh.com>

The following manual applies to the FranklinWH FleetView, Version 2.0.0.

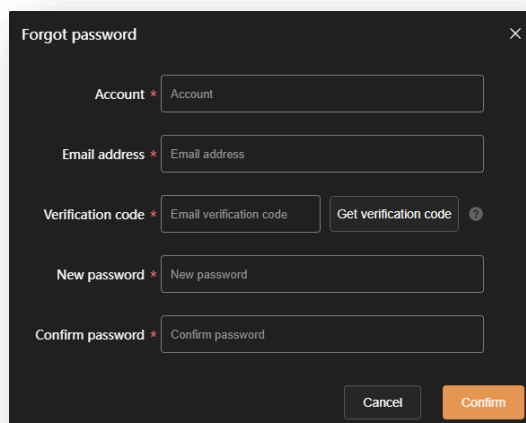
Login Page

You can only use FleetView once you have obtained a certified account. 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.

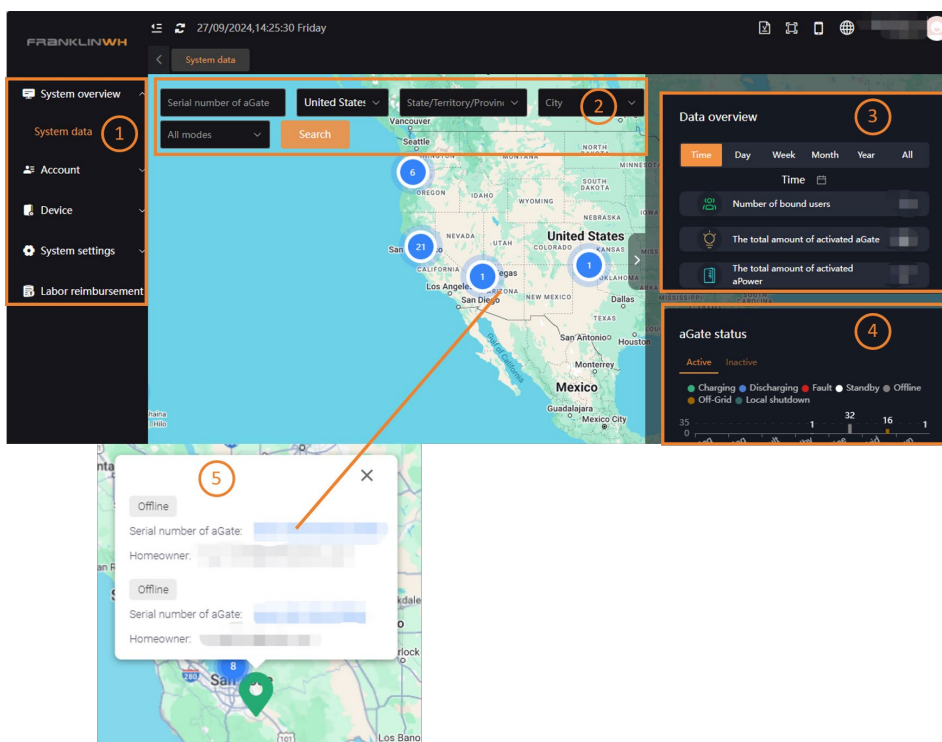


If you have forgotten your password, click **Forgot password**, provide the necessary information, and create a new password.



System Overview

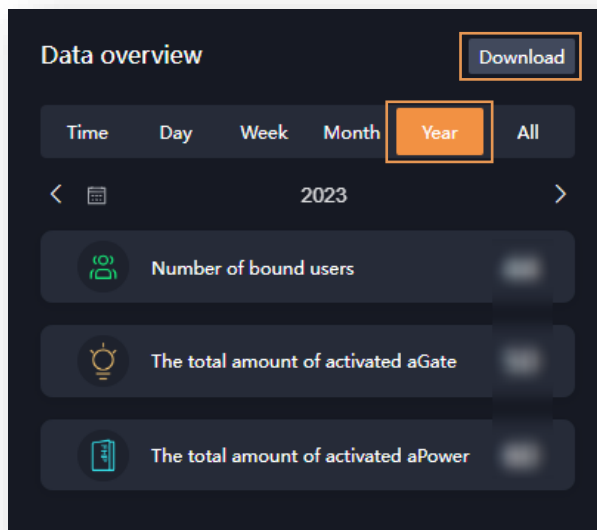
After logging in, you can view the detailed system dashboard where you can easily locate the activated aGates by checking the country, state, and city. Monitor the status of installed aGates and search for specific devices using keywords. Filter devices by installation time frames for comprehensive tracking.



The features are described in the table below.

No.	Description
①	System Function Bar Overview of the FleetView system functions. Click on different tabs to access the corresponding pages.
②	Search Bar Search for devices by serial number, country, region, etc.
③	Data Overview View the number of bound users, the total amount of activated aGates and aPowers for different time periods.
④	aGate status View the count of aGates in various operational status. Check the status of installed aGates.
⑤	Map aGate numbers 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 the **Data overview** and click the download button at the top right.



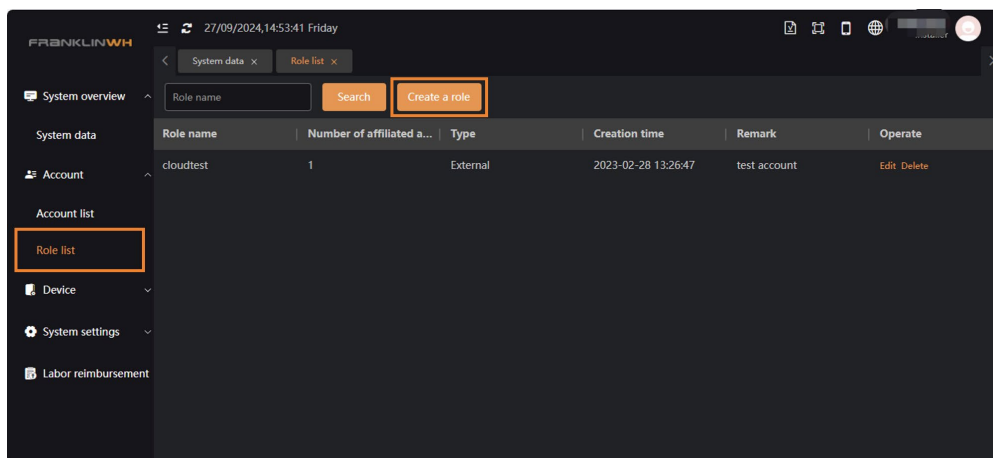
Account

If you want to manage accounts or roles, you can access the **Account** feature 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.



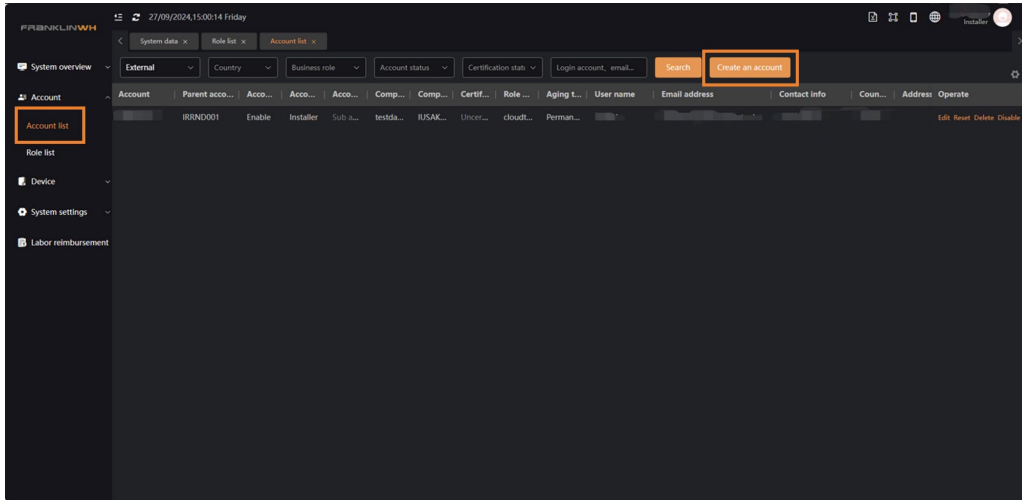
Enter the corresponding role information and assign permissions.

The 'Create a role' dialog box is shown with the following fields and options:

- Type ***: External (dropdown)
- Business role ***: Installer (dropdown)
- Role name ***: Role name (text input)
- Remark**: Enter note (text input)
- Permission menu**: A list of permissions with checkboxes and dropdown arrows:
 - System overvi...
 - Account
 - Device manag...
 - SIM card
 - System settings
 - Labor reimburse...
- Function button**: No data yet

At the bottom, there are 'Cancel' and 'Confirm' buttons.

Step 2. Click Account list -> Create an account. Create sub-accounts for each team member who needs to become a FranklinWH Certified Installer.



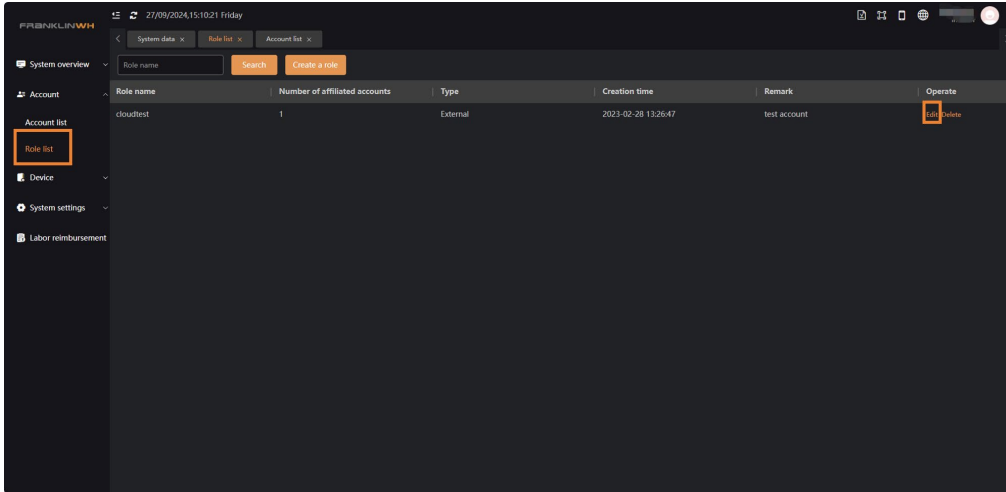
Follow the instructions to enter the required information and assign roles to the account.

Edit role and account information

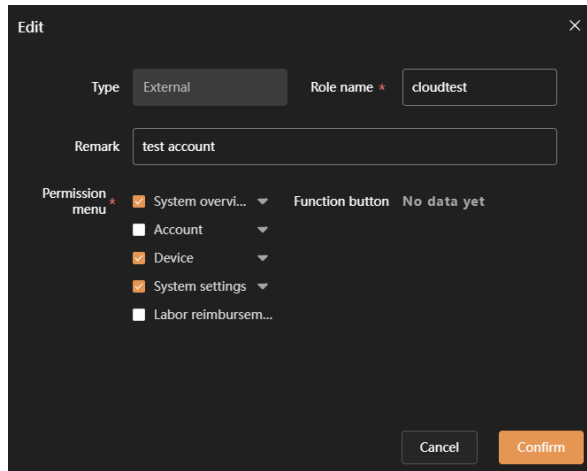
If there are any errors or updates in the previously entered information, you can edit existing role and account information here.

Role Information Editing

Click **Role list** -> **Edit** to edit role information.

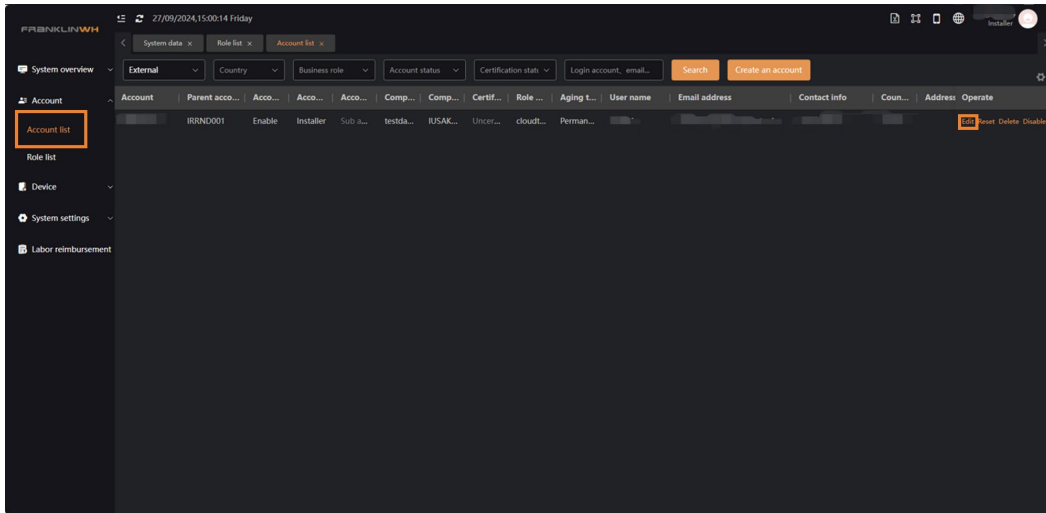


Edit existing role details and reassign permissions.

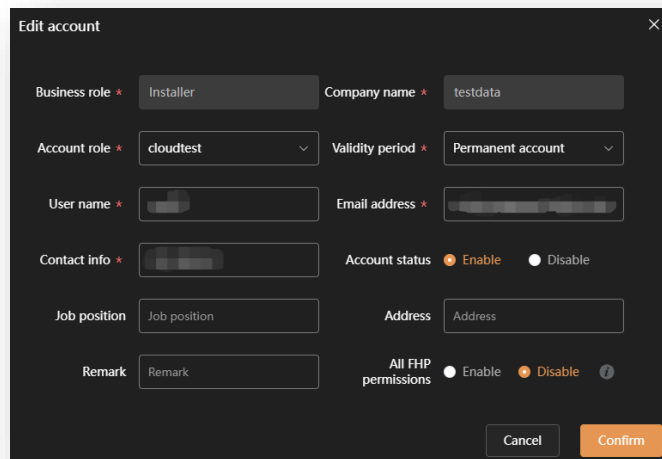


Account Information Editing

Click **Account list** -> **Edit** to edit account information.



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

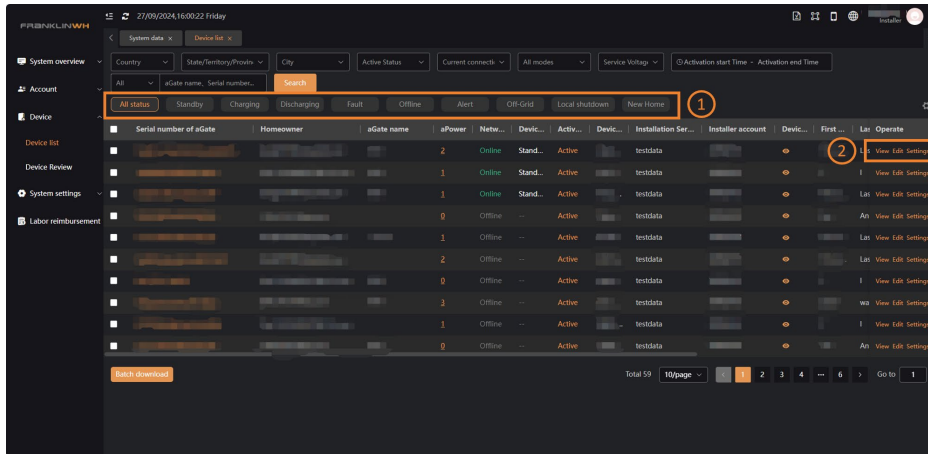


*By enabling **All FranklinWH system permissions**, company administrators can assign administrator's permission to other accounts.

Device

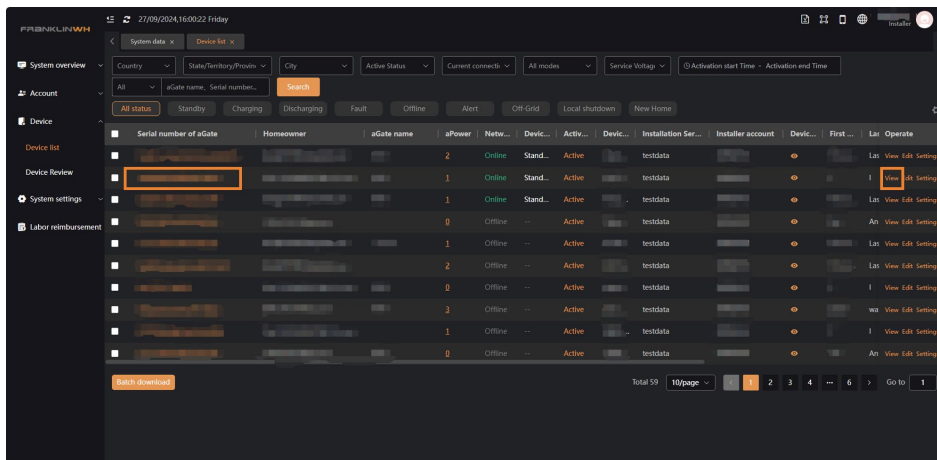
Device Details

If you want to review and configure the device, access the **Device ->Device list** page. You can view installed aGates and aPowers, configure and query device details.



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

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.

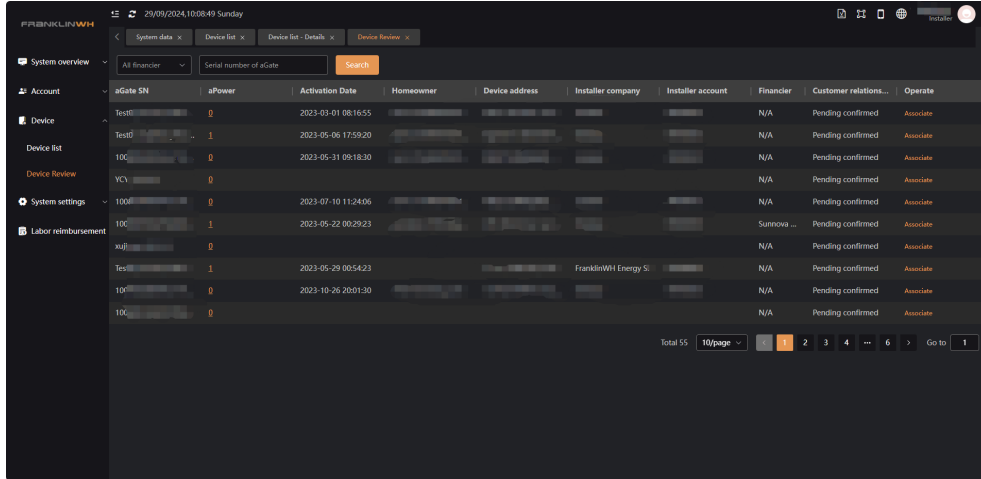


No.	Description
①	Energy flow chart. Showing the real-time energy flow of the system.
②	Device power chart, showing the power supplied or consumed over time, as well as aPower SOC. Each system uploads data every 5 minutes.
③	FranklinWH system status. Real-time display of the aGate and its aPowers, with operating mode and status.
④	Electricity supplied or used by different energy sources. You can click on each to 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 alarms or faults, and click the icon next to aPower for specific.

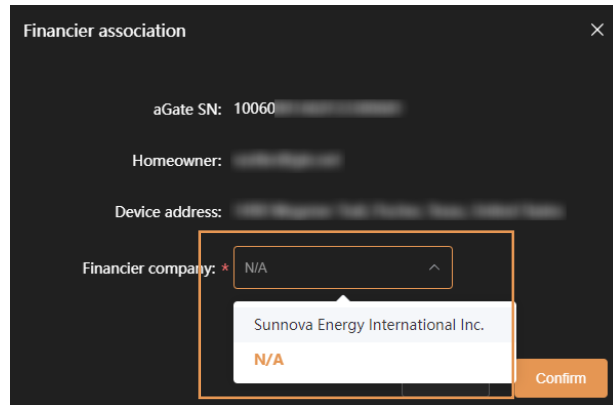
Device Review

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.



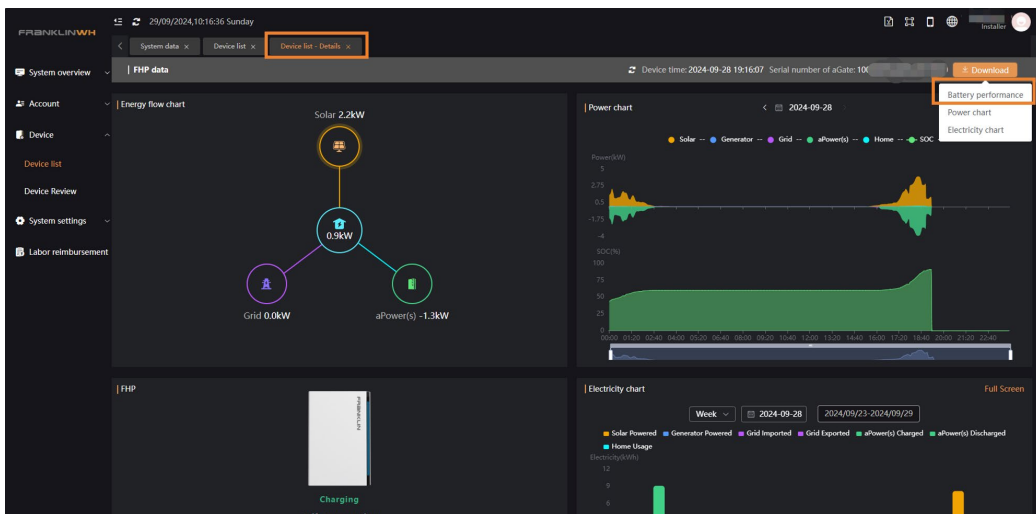
Downloading SGIP Data

The Self-Generation Incentive Program (SGIP) is set up in California to encourage self-generation and provide incentives for electricity use. For more details, please refer to <https://www.selfgenca.com>.

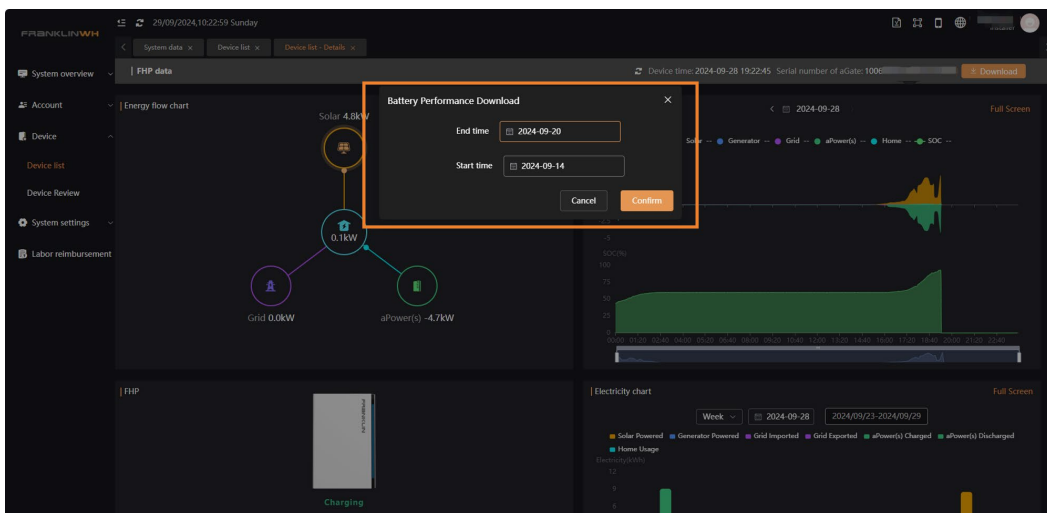
Installers can submit electricity consumption data to the California Department of Electricity for subsidized incentives. The data to be provided should include 15-minute intervals for all equipment, power, energy, and SOC data.

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 SGIP data.

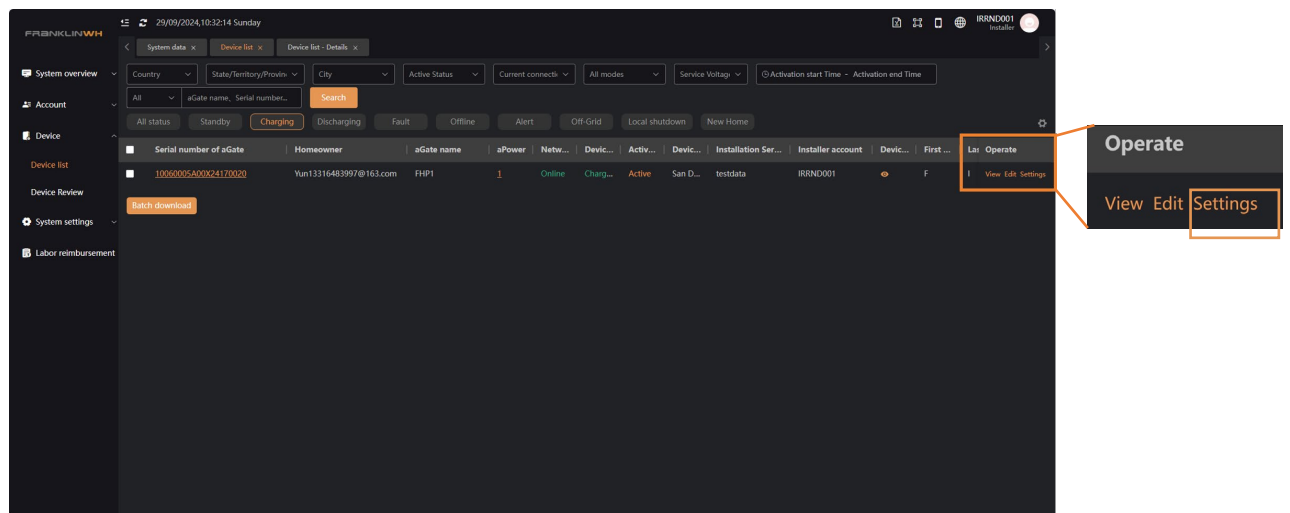


The following is an example of downloaded SGIP data, you can see the corresponding power, energy, and battery SOC.

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	0	99.9
100500	2023-12-25 00:15	0.03	0	0	99.8
100500	2023-12-25 00:30	0.029	0	0	99.8
100500	2023-12-25 00:45	0.029	0	0	99.8
100500	2023-12-25 01:00	0.029	0	0	99.8
100500	2023-12-25 01:15	0.031	0	0	99.8
100500	2023-12-25 01:30	0.03	0	0	99.8
100500	2023-12-25 01:45	0.03	0	0	99.7
100500	2023-12-25 02:00	0.03	0	0	99.7

Device Settings

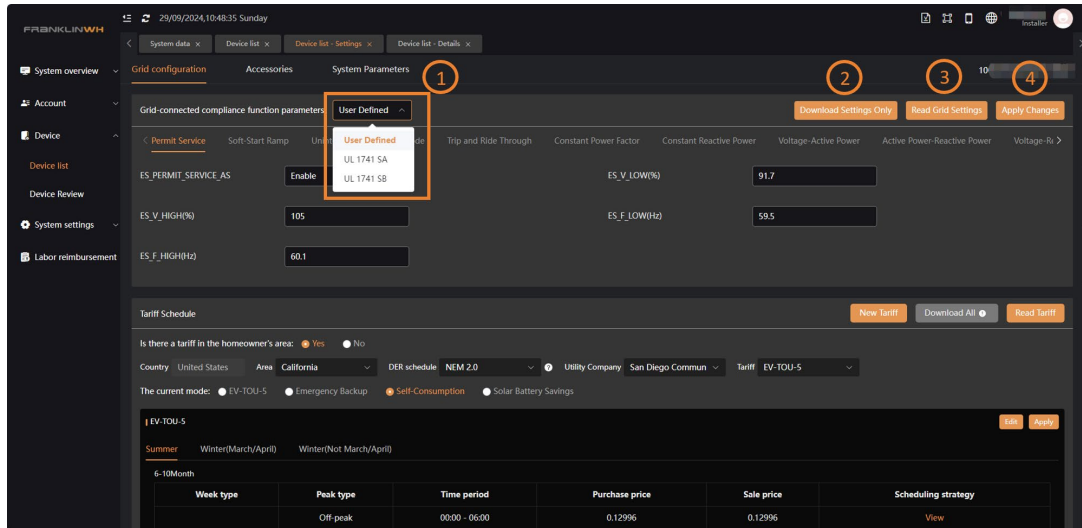
If you want to configure the device, click **Settings**.



This will take you to the device settings page where you can set up **Grid configuration**, **Tariff schedule** and **Accessories**.

Grid Configuration

In Grid configuration, 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.

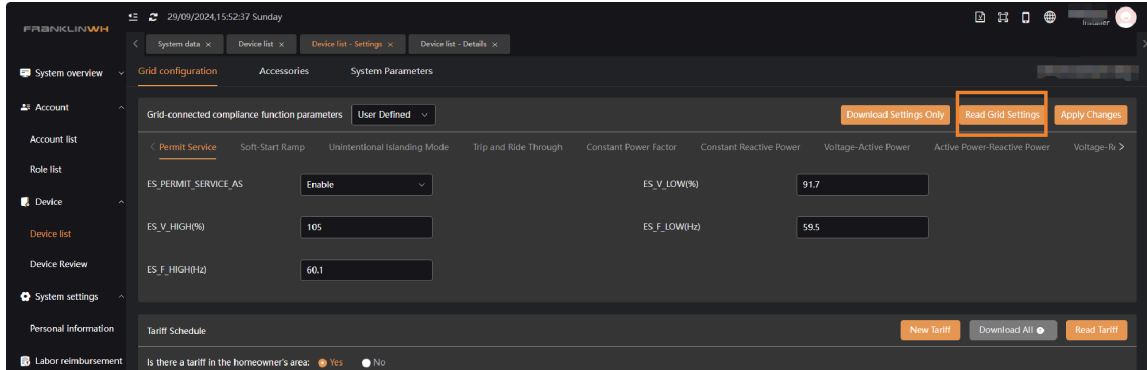


No.	Description
①	Choose local grid profile.
②	If required by the utility, enter the meter number and download the grid configuration file. Detailed download steps are described below
③	Read the data already in the device.
④	Send configuration to the device.

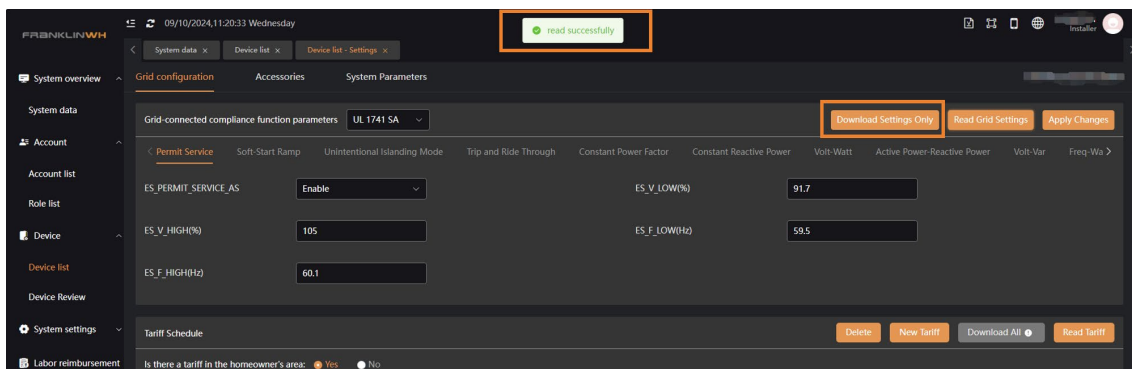
Downloading Grid Configuration File

The download process is as follows.

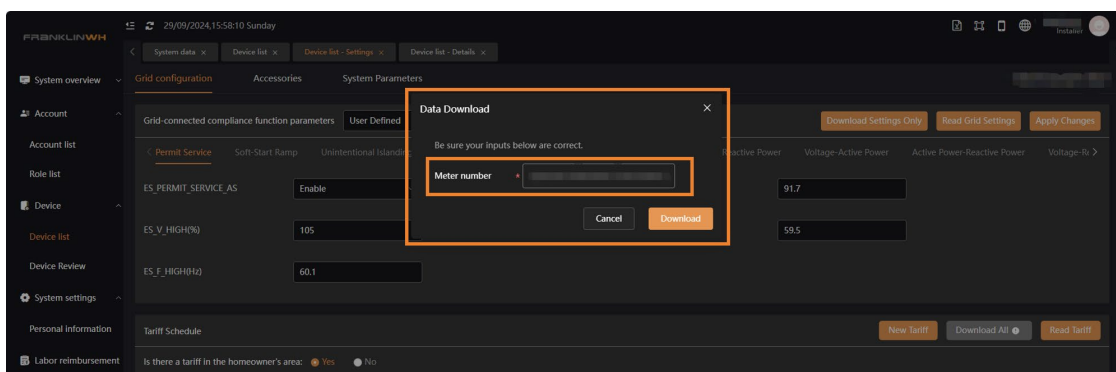
Step 1. In **Device List Settings**, select **Read Grid Settings** in the upper right corner of the **Device list – Settings**.



Step 2. A notification **Read successfully** appears on success. Click **Download Settings Only**.



Step 3. Input the homeowner service meter number and 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
	UF1	UF1_TRIP_F_AS	Hz	58.5
	UF1	UF1_TRIP_T_AS	s	300
	UF2	UF2_TRIP_F_AS	Hz	56.5
	UF2	UF2_TRIP_T_AS	s	0.16

Tariff Schedule

In the Tariff Schedule section, you can select an existing tariff template or create a new one.

Select an existing tariff template

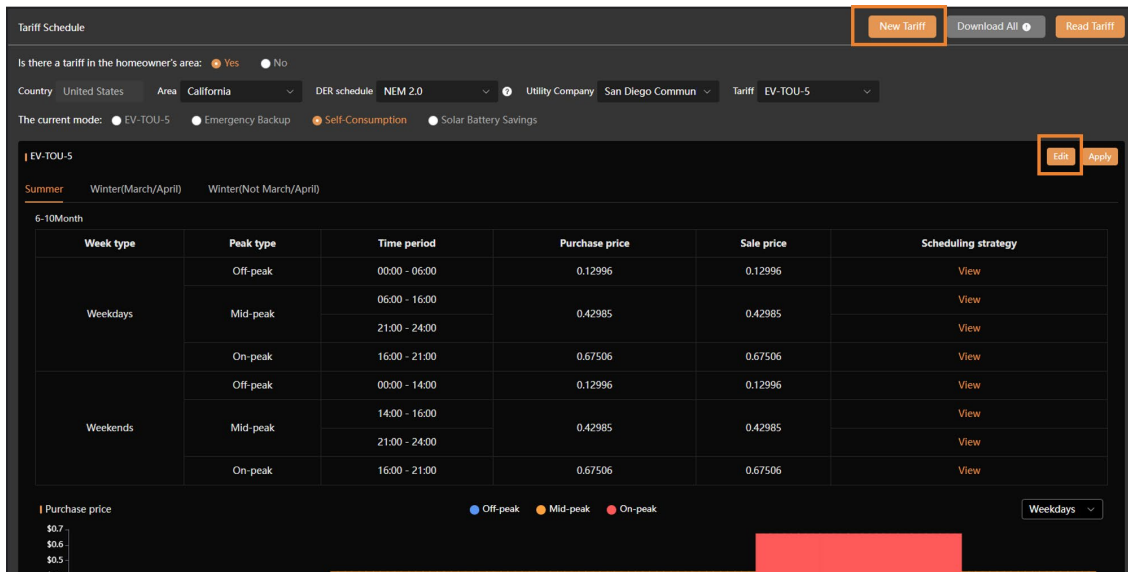
Based on the **Area**, **DER schedule**, and **Utility Company**, select your **Tariff** and view the details as shown below.

The screenshot shows the 'Tariff Schedule' interface. At the top, there are buttons for 'New Tariff', 'Download All', and 'Read Tariff'. Below these, there are filters for 'Country' (United States), 'Area' (California), 'DER schedule' (NEM 2.0), and 'Utility Company' (San Diego Commun). The 'Tariff' dropdown is set to 'EV-TOU-5'. Underneath, there are radio buttons for 'The current mode': EV-TOU-5, Emergency Backup, Self-Consumption (selected), and Solar Battery Savings. The main content area is titled 'EV-TOU-5' and has 'Edit' and 'Apply' buttons. It shows seasonal options: Summer, Winter(March/April), and Winter(Not March/April). A table displays the tariff schedule for a 6-10 month period. The table has columns for Week type, Peak type, Time period, Purchase price, Sale price, and Scheduling strategy. A legend at the bottom indicates Off-peak (blue), Mid-peak (orange), and On-peak (red). A 'Weekdays' dropdown is also present.

Week type	Peak type	Time period	Purchase price	Sale price	Scheduling strategy
Weekdays	Off-peak	00:00 - 06:00	0.12996	0.12996	View
	Mid-peak	06:00 - 16:00	0.42985	0.42985	View
		21:00 - 24:00			View
		16:00 - 21:00			View
Weekends	Off-peak	00:00 - 14:00	0.12996	0.12996	View
	Mid-peak	14:00 - 16:00	0.42985	0.42985	View
		21:00 - 24:00			View
	On-peak	16:00 - 21:00	0.67506	0.67506	View

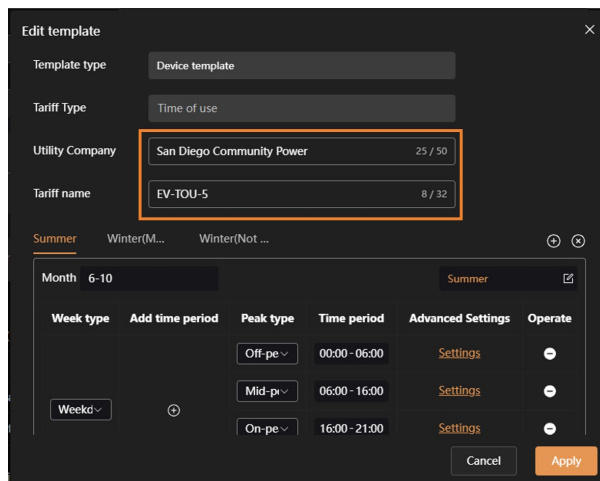
Customize Tariff

If the existing tariff template does not match your tariff, you can click **New Tariff** to add a new template or click **Edit** to edit an existing template.

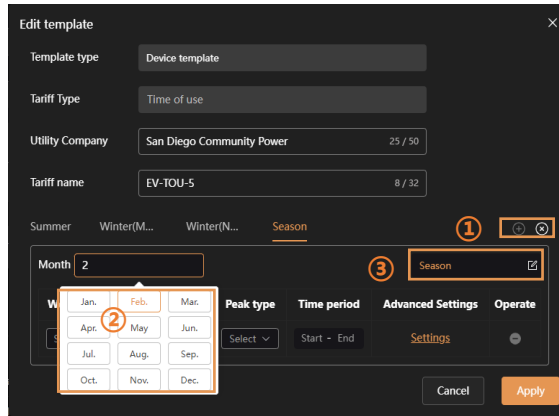


After creating a new template, a blank template will be displayed. Follow the steps below to edit.

Step 1: Rename the tariff and the Utility Company (optional). Fill in the Company and Tariff names.

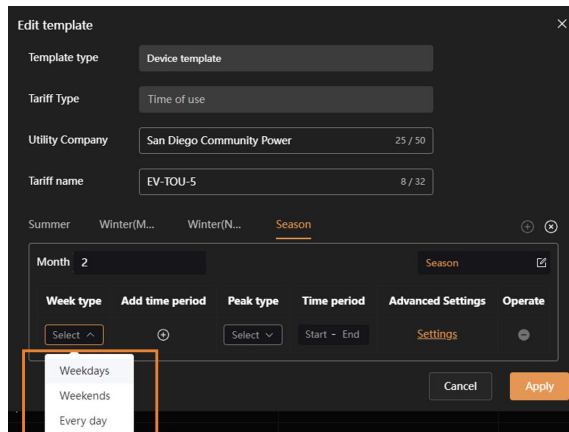


Step 2: Modify the season.

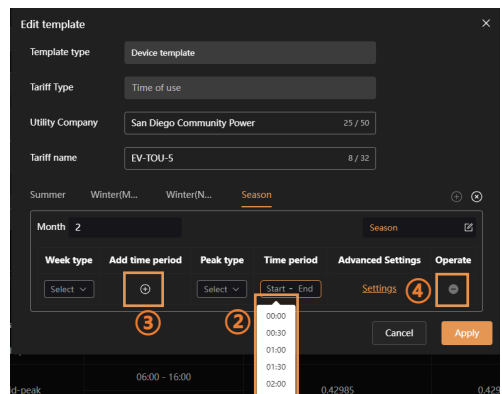
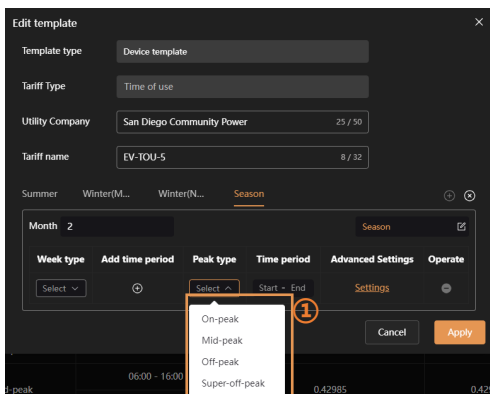


- ① Add or delete seasons according to the customer's utility.
- ② Select month of season.
- ③ Modify the season name.

Step 3: Select Weekdays, Weekends or Every Day from the week selector.

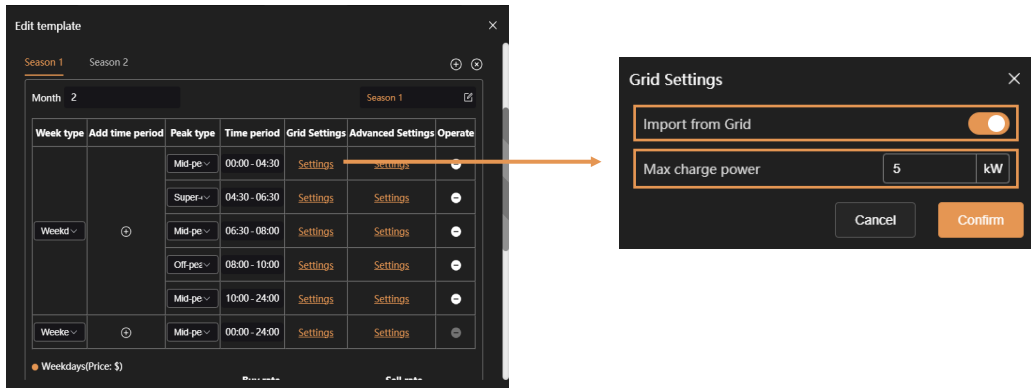


Step 4: Set the Peak type and time period.

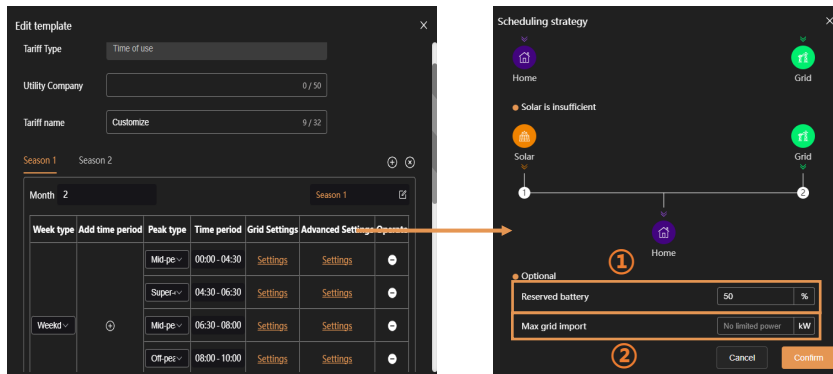


- ① Select Peak type.
- ② Click to select time period.
- ③ Add time period.
- ④ Delete time period.

Step 5: Grid settings. Enable slider if **Import from Grid** is allowed. Set the maximum allowed grid charge power.

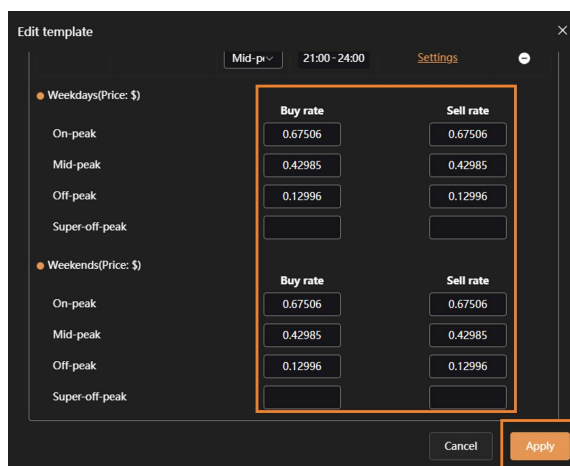


Step 6: Advanced settings.



- ① If battery reserve is set to 50%, the aPower will not discharge when SOC < 50%.
- ② The FranklinWH system will adjust the aPower charge/discharge power to prevent grid import from exceeding the max grid import value.

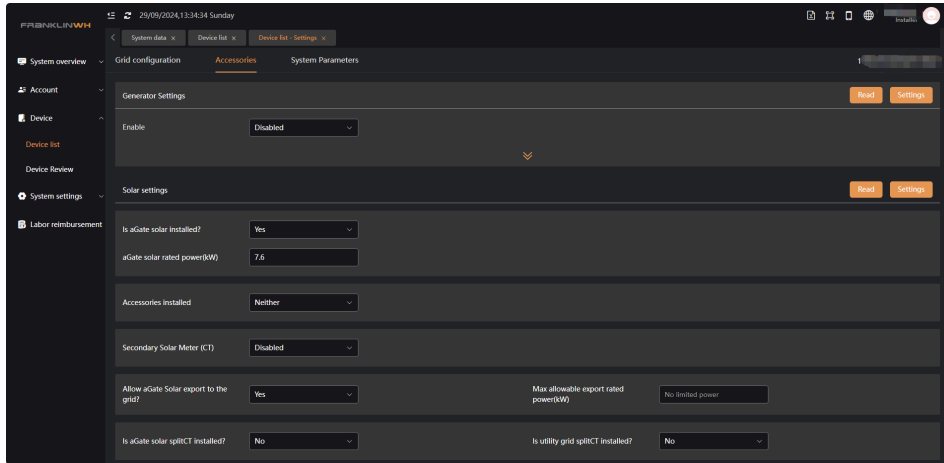
Step 7: Set the electricity price for each period, click **Apply to save the template.**



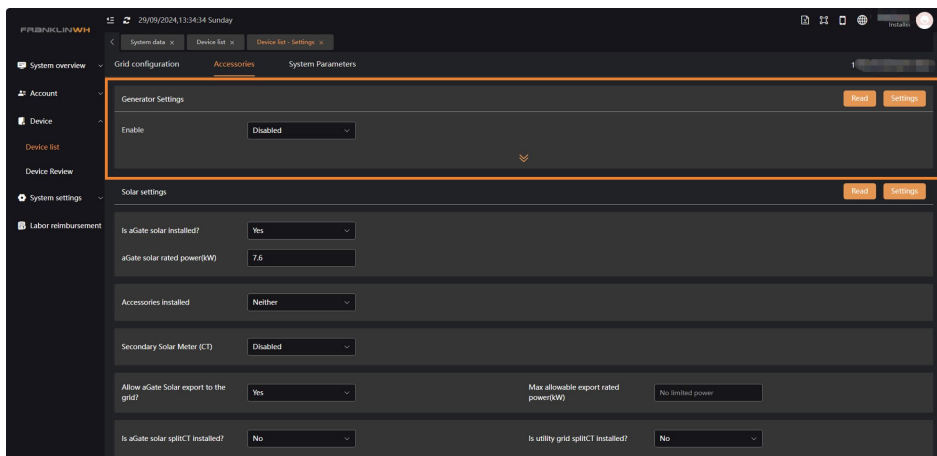
Accessories

On the **Accessories** page, the use of generator and solar can be set. Please be aware that this step is only required if the relevant module is installed; otherwise, you can skip this section. Additionally, you can also configure this step using the FranklinWH App. If you choose to set it up using the app, please refer to the **Commissioning Guide**.

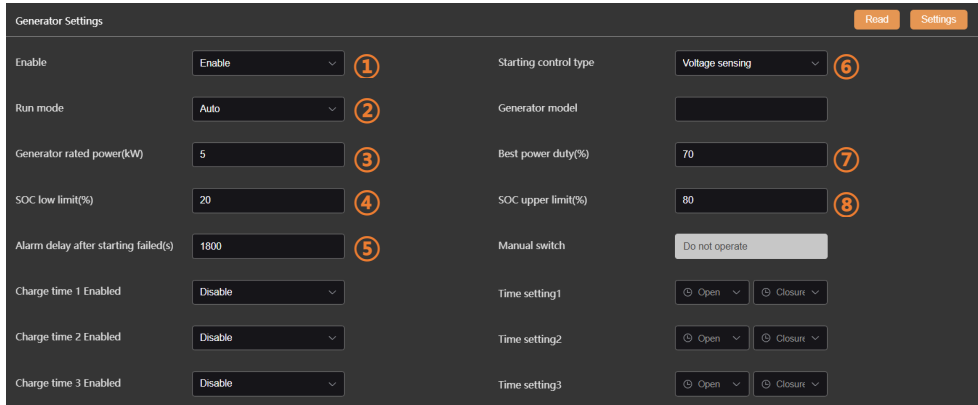
The configuration for both the generator and solar settings are located on this page.



Generator Settings



Configure the Generator Module according to the following instructions. Please note that is only required if the generator module is installed; otherwise, you can ignore this section.



- 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-Auto:** The generator will run according to the set time periods or the SOC lower and upper limit values.
Run mode-Manual: Customers may manually start or stop the generator.
- ③ **Generator rated power:** Refer to the value on the generator nameplate.
- ④ **SOC lower limit:** In off-grid mode with the operating mode set to Auto, the generator will be started when SOC of batteries connected to the same aGate fall to or below the SOC low limit.
- ⑤ **Alarm delay after starting fails:** Set the delay period for the generator to be started. If generator startup failed, the system will push a message to the customer.
- ⑥ **Start control type:** Select the generator type.
- ⑦ **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.
- ⑧ **SOC upper limit:** When the mode is set to Auto, the generator will be automatically shut down when the batteries connected to the same aGate reach the SOC upper limit.

Step 1: Enable the generator and set the Starting control type and Run mode, Generator rated power(kW).

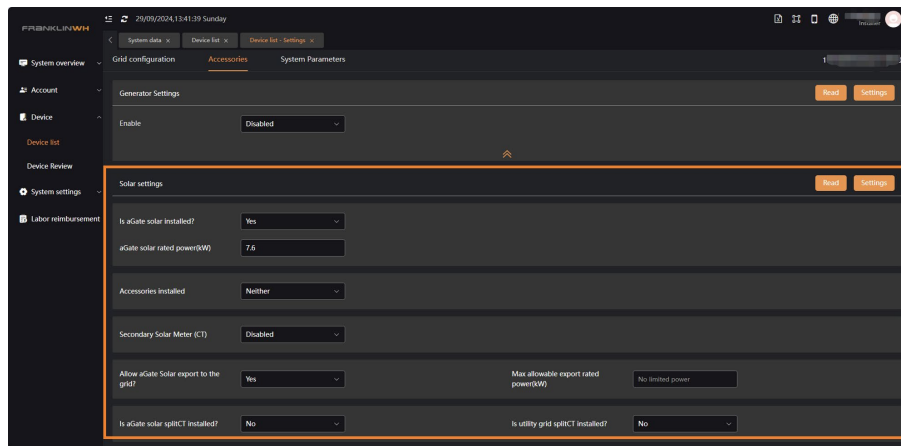


Step 2: Set the time periods during which the generator will automatically run.

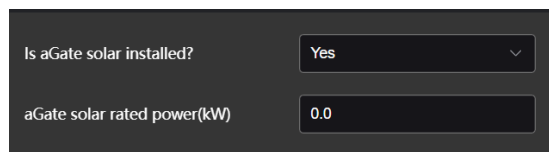


Step 3: Click Settings to complete.

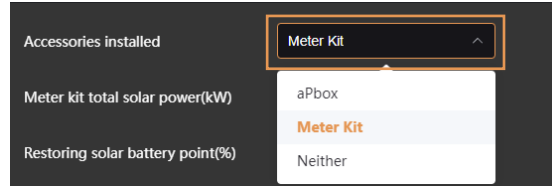
Solar settings



Step 1. Enter the details of the PV connected to the aGate. Set **Yes** if solar is connected to the aGate and set the solar power.

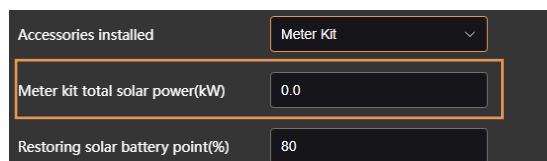


Step 2. If any PV's accessories are installed, such as a Meter Kit or aPbox, refer to the following setup steps. If not installed, skip ahead.



Meter Kit settings

When a Meter Kit is installed, set **Meter kit total solar power**.



aPbox settings

When an aPbox is installed, set **Access mode** and set solar power.

- a) If the aPbox **Access mode** is **Load-side**, select **Load-side solar quantity** and then set **Allow load-side aPbox solar export to the grid**.

Accessories installed	aPbox	Load-side solar quantity	Select
Access mode	Load-side	Restoring solar battery point(%)	80
Protection time(min)	20	Allow load-side aPbox solar export to the grid?	Yes
Allow aGate Solar export to the grid?	Yes	Max allowable export rated power(kW)	No limited power

- b) If the aPbox **Access mode** is **Line-side**, set **Rated power of solar**.

Accessories installed	aPbox	Line-side solar rated power(kW)	0.0
Access mode	Line-side	Restoring solar battery point(%)	90
Protection time(min)	20		

- c) If the aPbox **Access mode** is **Solar Meter Upstream**, set **aPbox total solar power**.

Accessories installed	aPbox	aPbox total solar power(kW)	0.0
Access mode	Solar Meter Upstream	Restoring solar battery point(%)	90
Protection time(min)	20		

External CT settings

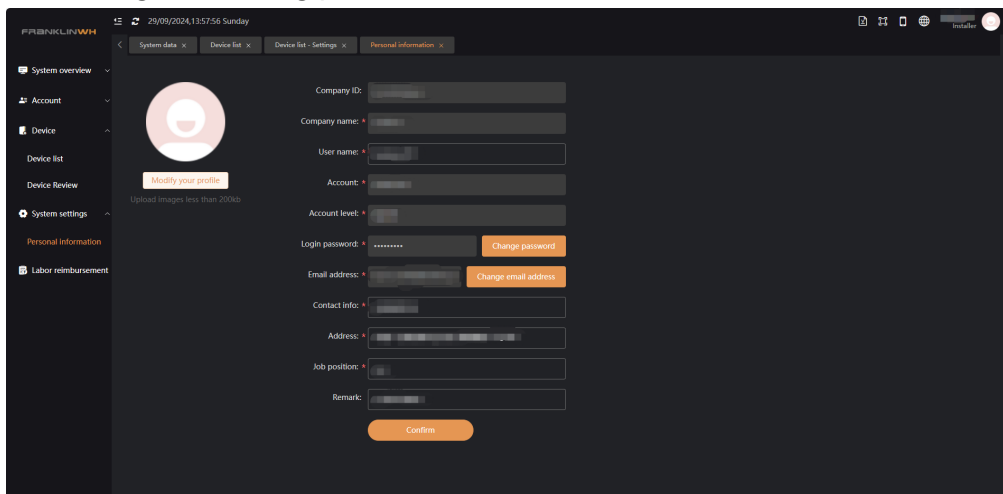
If an external CT is used, enable the **Secondary Solar Meter (CT)** and set the **Secondary Solar Rated power (kW)**.

Secondary Solar Meter (CT)	Enable	Secondary Solar Rated power(kW)	
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Range 0 ~ 40kW, accurate to 0.1

Personal information

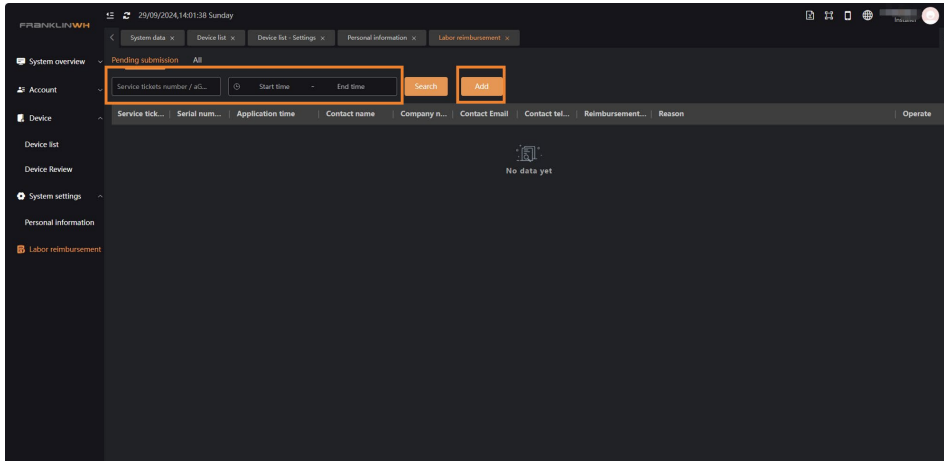
If you need to edit your personal information, you can click on **System settings->Personal Information**. Viewing and editing personal account information.



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

Labor reimbursement

Any installer costs incurred during an RMA authorized replacement visit can be reimbursed through FleetView. Upon entering the labor reimbursement page, click **Add** to create a new reimbursement entry. To search for previous reimbursement records, enter the Service ticket number / aGate serial number and the time period.



After clicking **Add**, the reimbursement application form will be pop up for you to fill in the corresponding information as per prompts below.

1 Upload W-9 Tax form.

2 Enter ticket details.

3 Enter contact info.

Please note that you will be notified of the reimbursement results by email, and you can resubmit or contact us if you have any questions.