

# POWERWALL

## Backup Gateway 2

The Backup Gateway 2 for Tesla Powerwall provides energy management and monitoring for solar self-consumption, time-based control, and backup.

The Backup Gateway 2 controls connection to the grid, automatically detecting outages and providing a seamless transition to backup power. When equipped with a main circuit breaker, the Backup Gateway 2 can be installed at the service entrance. When the optional internal panelboard is installed, the Backup Gateway 2 can also function as a load center.

The Backup Gateway 2 communicates directly with Powerwall, allowing you to monitor energy use and manage backup energy reserves from any mobile device with the Tesla app.



### PERFORMANCE SPECIFICATIONS

AC Voltage (Nominal)	120/240V
Feed-In Type	Split Phase
Grid Frequency	60 Hz
Current Rating	200 A
Maximum Input Short Circuit Current	10 kA <sup>1</sup>
Overcurrent Protection Device	100-200A; Service Entrance Rated
Overvoltage Category	Category IV
AC Meter	Revenue accurate (+/- 0.2 %)
Primary Connectivity	Ethernet, Wi-Fi
Secondary Connectivity	Cellular (3G, LTE/4G) <sup>2</sup>
User Interface	Tesla App
Operating Modes	Support for solar self-consumption, time-based control, and backup
Backup Transition	Automatic disconnect for seamless backup
Modularity	Supports up to 10 AC-coupled Powerwalls
Optional Internal Panelboard	200A 6-space / 12 circuit Eaton BR Circuit Breakers
Warranty	10 years

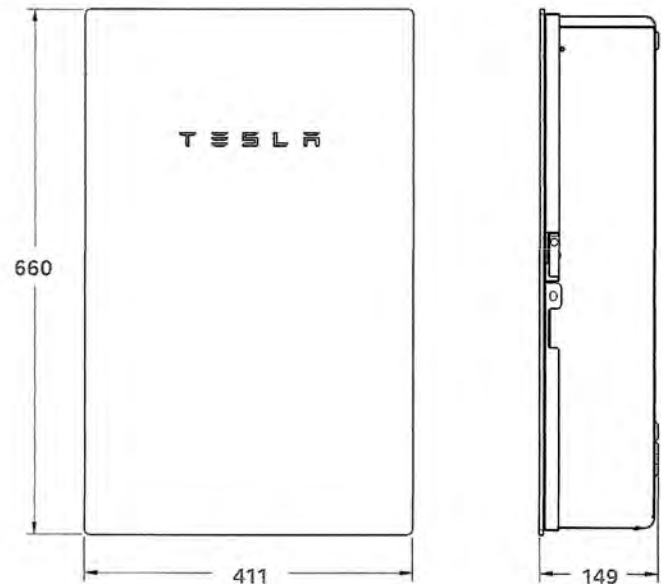
<sup>1</sup>When protected by Class J fuses, Backup Gateway 2 is suitable for use in circuits capable of delivering not more than 22kA symmetrical amperes.  
<sup>2</sup>The customer is expected to provide internet connectivity for Backup Gateway 2; cellular should not be used as the primary mode of connectivity. Cellular connectivity subject to network operator service coverage and signal strength.

### COMPLIANCE INFORMATION

Certifications	UL 67, UL 869A, UL 916, UL 1741 PCS CSA 22.2 0.19, CSA 22.2 205
Emissions	FCC Part 15, ICES 003

### MECHANICAL SPECIFICATIONS

Dimensions	660 mm x 411 mm x 149 mm (26 in x 16 in x 6 in)
Weight	20.4 kg (45 lb)
Mounting options	Wall mount, Semi-flush mount






### ENVIRONMENTAL SPECIFICATIONS

Operating Temperature	-20°C to 50°C (-4°F to 122°F)
Operating Humidity (RH)	Up to 100%, condensing
Maximum Elevation	3000 m (9843 ft)
Environment	Indoor and outdoor rated
Enclosure Type	NEMA 3R

## Models of Powerwalls

Powerwall is a rechargeable home battery system that can be installed with solar.

Powerwall 3 and Powerwall+ are designed for owners installing a new solar and storage system. Solar systems are integrated directly into the Powerwall, for higher efficiency and more compact installation with solar inverters being included. Powerwall 2 is designed to be added on to existing solar systems and is compatible with all major inverter brands.

	Powerwall 2	Powerwall+	Powerwall 3
			
Energy Capacity	13.5 kWh*	13.5 kWh*	13.5 kWh
On-Grid Power	5 kW continuous	7.6 kW / 5 kW continuous*	11.5 kW continuous
Backup Power	7 kW peak 106A LRA motor start Seamless backup transition	9.6 kW / 7 kW continuous* 22 kW / 10 kW peak* 118A LRA motor start Seamless backup transition	11.5 kW continuous 185 LRA motor start Seamless backup transition
Scalable	Up to 10 units	Up to 4 units	Up to 4 units
Size and Weight	L x W x D 45.3 in x 29.6 in x 5.75 in 251.3 lbs	L x W x D 62.8 in x 29.7 in x 6.3 in 343.9 lbs	L x W x D 43.25 in x 24 in x 7.6 in 287 lbs
Inverter	X	Solar-to-grid efficiency 97.5% 4 solar inputs with Maximum Power Point Trackers	Solar-to-grid efficiency 97.5% 6 solar inputs with Maximum Power Point Trackers
Installation	Floor or wall mounted Indoor or outdoor Up to 10 Powerwalls -4°F to 122°F Water and dust resistance	Integrated inverter and system controller -4°F to 122°F Water and dust resistance	Integrated inverter and system controller -4°F to 122°F Flood and dust resistance <sup>1</sup>
Warranty	10 years	10 years	10 years

\*Powerwall Technical Specifications for more details

<sup>1</sup>Full sun / no sun; load starting capability may vary

<sup>2</sup>Flood resistant to over 2 ft

## **With Solar**

When the sun rises, solar begins powering the home. When additional power is required for the home, the home can pull it from the utility grid.

Powerwall is charged by solar during the day, when solar panels are producing more electricity than the home is consuming. Powerwall then stores that energy until the home needs it, such as when solar is no longer producing at night, or when the utility grid is offline during a power outage. With Tesla, when your Powerwall system changes status, such as the utility grid going down or offline, you can expect to receive notifications from the Tesla app.

When the sun comes out the next day, solar recharges Powerwall so you have a cycle of clean, renewable energy.

## **What Can Powerwall Back Up**

Powerwall lighting home during a storm

Powerwall is designed to store solar generation for use at night and protect against power outages. How much your Powerwall can back up and for how long is dependent on multiple factors such as the number of Powerwalls and appliances you have and your home's energy usage.

Depending on the number of Powerwalls and type of backup protection, what your Powerwall can back up includes 120 V loads such as lights, plugs and small appliances as well as 240 V heavy loads such as air conditioners, electric cooking ranges, well pumps, EV charging, electric dryers, electric water heaters and pool pumps.

## **Types of Backup Protection**

The energy needs of your home and the number of Powerwalls determine whether whole home backup or partial home backup is provided.

### **Whole Home Backup**

With whole home backup, your Powerwall will be able to support your entire home including all appliances during a power outage.

## **Powerwall Post-Installation**

After installation, we will arrange an inspection with your local building department to certify that your Powerwall is safely and properly installed. If your system includes a Powerwall 3 or Powerwall+, it will be activated after installation.

## **How to Start Using the Tesla App**

Once your Powerwall has been turned on, download the Tesla app and start monitoring your Powerwall and home energy usage.

### 1. Log In

Log in using the same email address you used to order Powerwall with solar. If you are already a Tesla vehicle owner, log in using the same email address you use to sign into your Tesla Account.

### 1. Set Up Notifications

To enable notifications for your energy system, tap the profile icon in the upper-right corner of the home screen of the Tesla app. Tap 'Settings' > 'Notifications' > 'Energy Products.'

### 1. Explore the Tesla app

Use the Tesla app to start monitoring your Powerwall and home energy usage. Learn more about Tesla app features for energy products.

## **Best Practices During Power Outages**

Powerwall brings you energy independence and security, so life in your home can carry on uninterrupted during a power outage. During an outage, Powerwall discharges its stored energy to provide power to your home. Power outages are unpredictable and can last for hours or even days at a time. Understanding how your Powerwall provides backup power and familiarizing yourself with best practices for your home can help extend the backup duration of your system during an outage.

## **How Powerwall Provides Backup Power**

When a power outage does occur, your Powerwall instantly disconnects from the grid and restores backup power to your home in a fraction of a second, over one hundred times faster than typical standby generators. This means your appliances keep running without interruption, and there's no need to reset your clocks. You may not even notice when an outage occurs.

If you have solar, your Powerwall can recharge from your solar system to run your home from solar and Powerwall even when the grid is down. A traditional solar system without a Powerwall does not function during a grid outage.

If more solar energy is produced than can be used or stored during an outage, Powerwall will signal your solar inverter to reduce or turn off to protect your home from excessive power produced. This typically occurs when Powerwall is approaching 100% charge. Once Powerwall can accept power again, your solar inverter will be signaled to turn back on.

## **Backup Power Notifications**

If the grid has been unavailable for at least five minutes, the Tesla app will alert you so you can manage energy usage accordingly. A second notification is sent when power is restored. To ensure you receive this alert, go to 'Settings' and



select 'Notifications' in the Tesla app. You can set preferences for receiving all notifications, including power outages. Ensure that your device settings allow notifications from the Tesla app. Learn more about various off-grid and grid outage events and the expected push notifications.

### **Managing Your Power During an Outage**

#### Standard appliances and energy intensive appliances diagram

##### Standard Appliances

Use Normally



##### Energy Intensive Appliances

Use Sparingly



During an outage, you can back up any number of appliances, so long as their combined power usage does not exceed the total power rating of your Powerwalls. The best way to extend your use of Powerwall during a grid outage is to reduce the use of energy-intensive appliances like air conditioners, car charging, electric heaters and dishwashers. During a power outage, Powerwall can also coordinate with Tesla vehicles to charge without exceeding the power and energy needs of your home.

### **Preparing for a Power Outage**

Weather events causing power outages may bring grid uncertainty where your outage could last days, not hours, with lower solar production. Before a potential outage, consider doing energy-intensive activities to minimize usage during the outage. If your area is prone to more outages, consider setting a higher Backup Reserve in the Tesla app. In the event of an extreme weather event, Storm Watch will automatically prepare your Powerwall system for the possibility of a grid outage during some extreme weather events. Some weather conditions may cause a reduction in your solar panel production, like depositing leaves or snow on your panels. Consider checking your panels daily during poor weather conditions to safely clear obstructions. Learn more about what to do if your Powerwall or solar system has been impacted by a natural disaster.

### **Overloading Your Powerwall**

Starting more energy intensive loads during a power outage may overload Powerwall and cause it to stop providing power to your home. If this occurs, turn off these loads, and Powerwall will attempt to restart within a minute. Otherwise, consider manually restarting Powerwall. Learn more about what Powerwall backs up.

## Running Low on Energy

If Powerwall has less than 10% energy remaining, it will enter a standby state and stop providing power to your home. If your system is connected to the internet, you'll receive a push notification in the Tesla mobile app when Powerwall enters standby.

When in standby, and paired with a solar energy system, Powerwall will automatically attempt to recharge from solar every hour between 8 AM and 4 PM local time. If enough solar is available to charge Powerwall while still powering your home, this automatic charging will continue. Should the remaining energy decrease by more than 2.5%, Powerwall will become inactive and wait for the next hour to attempt charging again.

## How to Restart Your Powerwall

If your Powerwall system stops powering your home, it may be in a standby state after running low on energy or after repeated overloads. If your system is connected to the internet, you'll receive a push notification when Powerwall enters standby, or encounters overloads.

To restart your Powerwall, turn off any energy-intensive loads to reduce the amount of power needed. You can initiate a restart with a quick toggle of the on/off switch on the Powerwall. If your phone is paired to your Powerwall and has an internet connection, you may also initiate a restart through the following steps:

1. Select 'Powerwall Inactive' in your Tesla app.

Tesla App Home View with Powerwall Inactive



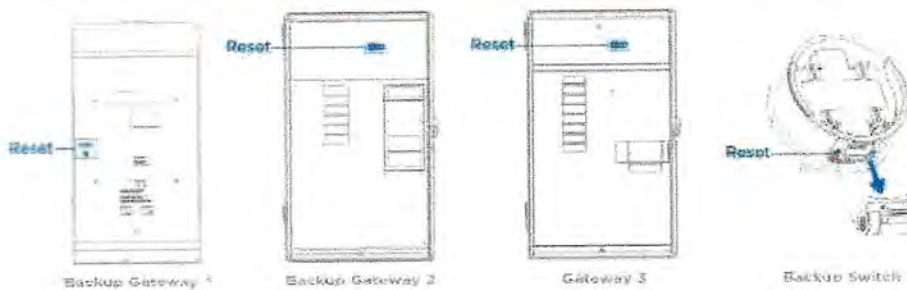
2. Review the given prompt to ensure a successful restart and tap 'Restart Powerwall.'

### Powerwall Remote Restart Option in Tesla App



Note: Only attempt to restart Powerwall when there is enough clear, sunny sky to power your home and charge Powerwall.

### Resetting Your Grid Connection



### Backup switch reset button

If the manual restart is not successful in bringing Powerwall back online, you can reset the entire system by power cycling your Gateway or Backup Switch by using the reset button.

Note: This only reboots the Gateway or Backup Switch and does not reset any settings.

If power cycling also fails, there is likely insufficient energy remaining to start the Powerwall, and you will need to wait for a grid connection to return in order to bring your Powerwall back online.

### **Local Monitoring**

The Tesla app may not have the latest data if your internet and cellular go down. You can always see your Powerwall power flow and charge level by connecting to your Gateway 1 or 2 or Powerwall to monitor your system locally from a web browser on your local network.

Note: In order to maintain a connection to the Gateway 1 or 2 for monitoring, you must leave the Powerwall switch in the ON position.



# POWERWALL

Tesla Powerwall is a fully-integrated AC battery system for residential or light commercial use. Its rechargeable lithium-ion battery pack provides energy storage for solar self-consumption, time-based control, and backup.

Powerwall's electrical interface provides a simple connection to any home or building. Its revolutionary compact design achieves market-leading energy density and is easy to install, enabling owners to quickly realize the benefits of reliable, clean power.



## PERFORMANCE SPECIFICATIONS

AC Voltage (Nominal)	120/240 V
Feed-In Type	Split Phase
Grid Frequency	60 Hz
Total Energy	14 kWh
Usable Energy	13.5 kWh
Real Power, max continuous	5 kW (charge and discharge)
Real Power, peak (10s, off-grid/backup)	7 kW (charge and discharge)
Apparent Power, max continuous	5.8 kVA (charge and discharge)
Apparent Power, peak (10s, off-grid/backup)	7.2 kVA (charge and discharge)
Maximum Continuous Current	24 A
Maximum Output Fault Current	32 A
Overcurrent Protection Device	30 A
Load Start Capability	88 - 106 A LRA <sup>2</sup>
Imbalance for Split-Phase Loads	100%
Power Factor Output Range	+/- 1.0 adjustable
Power Factor Range (full-rated power)	+/- 0.85
Internal Battery DC Voltage	50 V
Maximum Supply Fault Current	10 kA
Round Trip Efficiency	90% <sup>1,4</sup>
Warranty	10 years

<sup>1</sup>Values provided for 25°C (77°F), 3.3 kW charge/discharge power.

<sup>2</sup>Load start capability may vary.

<sup>4</sup>AC to battery to AC, at beginning of life.

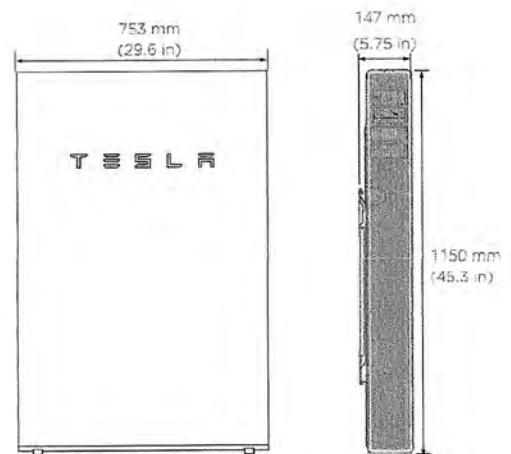
## COMPLIANCE INFORMATION

Certifications	UL 1642, UL 1741, UL 1741 SA, UL 1741 SB, UL 1973, UL 9540, IEEE 1547-2018, UN 38.3
Grid Connection	Worldwide Compatibility
Emissions	FCC Part 15 Class B, ICES 003
Environmental	RoHS Directive 2011/65/EU
Seismic	AC156, IEEE 693-2005 (high)
Fire Testing	Meets the unit level performance criteria of UL 9540A

## MECHANICAL SPECIFICATIONS

Dimensions	1150 x 753 x 147 mm (45.3 x 29.6 x 5.75 in) <sup>1</sup>
Weight	114 kg (251.3 lbs) <sup>1</sup>
Mounting options	Floor or wall mount

<sup>1</sup>Dimensions and weight differ slightly if manufactured before March 2019. Contact Tesla for additional information.



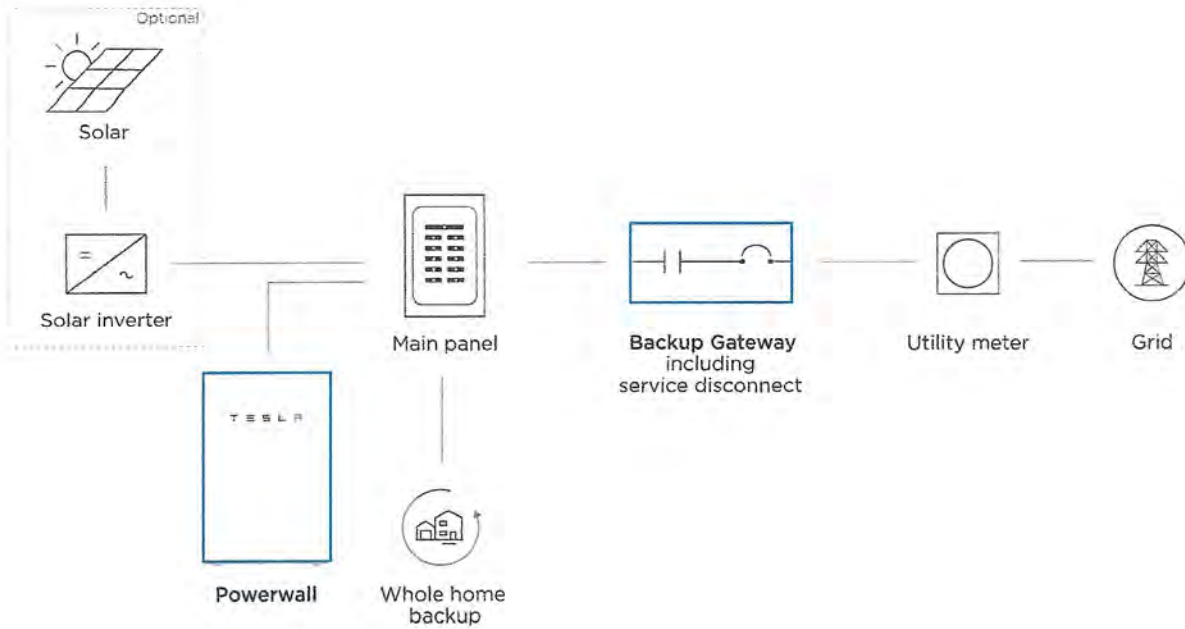
## ENVIRONMENTAL SPECIFICATIONS

Operating Temperature	-20°C to 50°C (-4°F to 122°F) <sup>5</sup>
Operating Humidity (RH)	Up to 100%, condensing
Storage Conditions	-20°C to 30°C (-4°F to 86°F) Up to 95% RH, non-condensing State of Energy (SoE): 25% initial
Maximum Elevation	3000 m (9843 ft)
Environment	Indoor and outdoor rated
Enclosure Type	NEMA 3R
Ingress Rating	IP67 (Battery & Power Electronics) IP56 (Wiring Compartment)
Wet Location Rating	Yes
Noise Level @ 1m	< 40 dBA at 30°C (86°F)

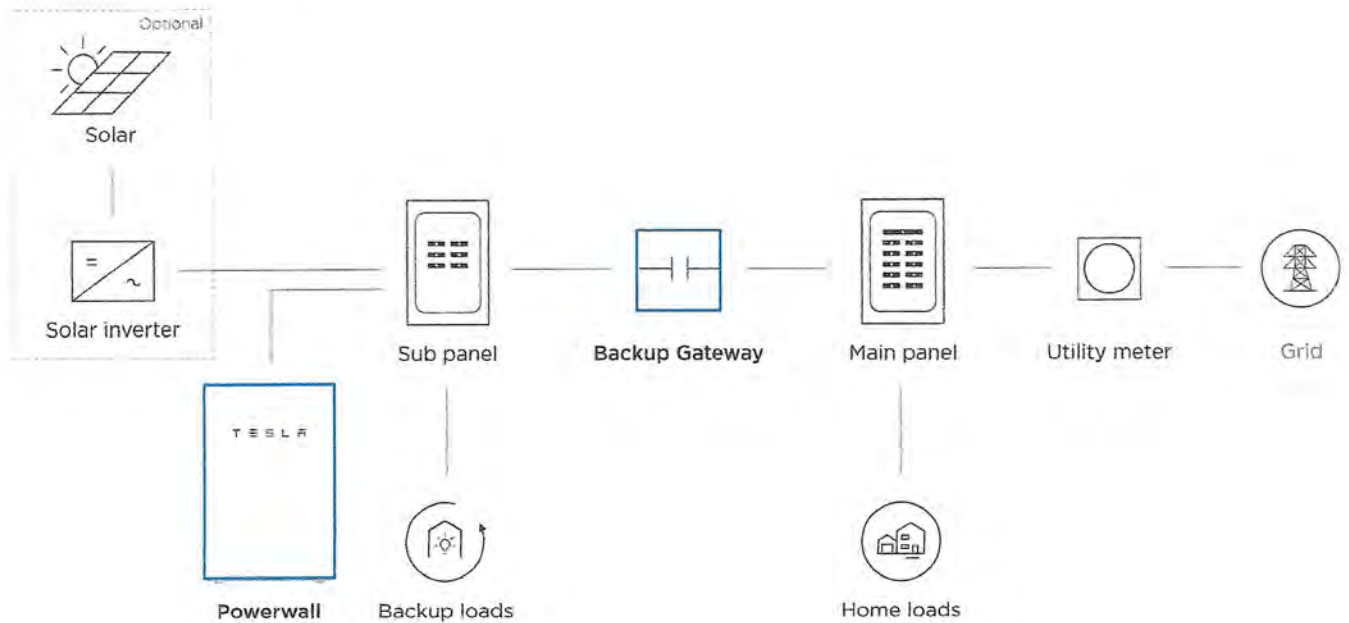
<sup>5</sup>Performance may be de-rated at operating temperatures below 10°C (50°F) or greater than 43°C (109°F).

# TYPICAL SYSTEM LAYOUTS

## WHOLE HOME BACKUP



## PARTIAL HOME BACKUP



## TESLA POWERWALL LIMITED WARRANTY (USA)

Effective Date: August 21, 2023

Applies to:

Powerwall 2 AC	Part Number 1108567-xx-x Part Number 1092170-xx-x Part Number 2012170-xx-x Part Number 3012170-xx-x
Powerwall+	Part Number 1850000-xx-x
Powerwall 3	Part Number 1707000-xx-x
Gateway	Part Number 1099752-xx-x
Backup Gateway	Part Number 1118431-xx-x Part Number 1232100-xx-x
Energy Meter	Part Number 1112484-xx-x
Backup Switch	Part Number 1624171-xx-x
Tesla Solar Shutdown Device	Part Number 1550379-xx-y

### Ten Year Limited Warranty

This Limited Warranty applies to the Powerwall 2, Powerwall+, and/or the Powerwall 3 (collectively referred to as "Powerwall") and related products listed in the table above (the "Tesla Products") provided they are installed on your site. Tesla, Inc. warrants that:

- (1) Your Powerwall will be free from defects for ten years following its initial installation date; and
- (2) Your Powerwall will have an energy capacity of 13.5 kWh on its initial installation date, and will retain energy capacity as shown in the table below.

Application	Energy Retention <sup>1</sup>	Operating Limitation
Solar self-consumption <sup>2</sup> or time-based control <sup>3</sup> , and backup <sup>4</sup>	70% at 10 years following initial installation date	Unlimited cycles
Any application not listed above, or any combination of applications that includes one not listed above	70% at 10 years following initial installation date	37.8 MWh of aggregate throughput <sup>5</sup>

Your system may (but not necessarily will) include other Tesla Products.

<sup>1</sup> Expressed as a % of 13.5 kWh rated capacity.

<sup>2</sup> Storing energy generated by an onsite solar array, and using that stored solar energy for daily self-consumption.

<sup>3</sup> Storing energy generated by the grid or an onsite solar array, and using that stored energy for time-of-use load shifting.

<sup>4</sup> Storing energy generated by the grid or an onsite solar array, and using that stored energy as backup power.

<sup>5</sup> Measured at the battery AC output.

Powerwall+ and Powerwall 3 may also be installed with one or more Tesla Solar Shutdown Devices. The Tesla Solar Shutdown Device is a device installed underneath the solar array when needed to comply with the rapid shutdown requirements of the National Electrical Code. The applicable provisions of this Limited Warranty will only apply to the Tesla Solar Shutdown Device if it has been installed in a System with a Powerwall, and if applicable, Tesla, Inc. warrants that your Solar Shutdown Device(s) will be free from defects for twenty-five (25) years following its initial installation date.

Note that this Limited Warranty (including its duration) is subject to a number of important exclusions and limitations, which are set out in detail below.

### **Remedies**

If your Tesla Product fails to comply with the above Limited Warranty, Tesla will, in its sole discretion, either repair your Tesla Product (using new or refurbished parts), replace your Tesla Product with an equivalent product (new or refurbished), or refund you the market price of an equivalent product at the time of the warranty claim. If your Tesla Product is repaired or replaced under this Limited Warranty, the remainder of the original warranty period will apply to the repaired or replacement product. Under no circumstances will the original warranty period be extended as a result of your Tesla Product being repaired or replaced.

### **What Products are Covered?**

This Limited Warranty applies to any Powerwall and related Tesla Product that (1) was purchased from Tesla or a Tesla certified installer in the United States of America; (2) has one of the part numbers referenced above; and (3) is installed in the United States of America. Please contact Tesla if you have any concerns regarding whether you purchased your Tesla Product from a Tesla certified installer.

### **Who Can Make a Claim?**

Limited Warranty claims can be made by or on behalf of the end user who acquired and put the Tesla Product into use for the first time. A subsequent owner of the Tesla Product who provides proof of ownership is also entitled to make Limited Warranty claims.



**Agreement to Arbitrate.** Please carefully read this provision, which applies to any dispute between you and Tesla, Inc. and its affiliates (together "Tesla").

If you have a concern or dispute, please send a written notice describing it and your desired resolution to [resolutions@tesla.com](mailto:resolutions@tesla.com).

If not resolved within 60 days, you agree that any dispute arising out of or relating to any aspect of the relationship between you and Tesla will not be decided by a judge or jury but instead by a single arbitrator in an arbitration administered by the American Arbitration Association (AAA) under its Consumer Arbitration Rules. This includes claims arising before this Agreement, such as claims related to statements about our products.

We will pay all AAA fees for any arbitration, which will be held in the city or county of your residence. To learn more about the Rules and how to begin an arbitration, you may call any AAA office or go to <http://www.adr.org>.

The arbitrator may only resolve disputes between you and Tesla and may not consolidate claims without the consent of all parties. The arbitrator cannot hear class or representative claims or requests for relief on behalf of others purchasing or leasing Tesla products. In other words, you and Tesla may bring claims against the other only in your or its individual capacity and not as a plaintiff or class member in any class or representative action. If a court or arbitrator decides that any part of this agreement to arbitrate cannot be enforced as to a particular claim for relief or remedy (such as injunctive or declaratory relief), then that claim or remedy (and only that claim or remedy) shall be severed and must be brought in court and any other claims must be arbitrated.

If you prefer, you may instead take an individual dispute to small claims court.

You may opt out of arbitration within 30 days after signing this Agreement by sending a letter to: Tesla, Inc.; P.O. Box 15430; Fremont, CA 94539-7970, stating your name, product, and intent to opt out of the arbitration provision. If you do not opt out, this agreement to arbitrate overrides any different arbitration agreement between us, including any arbitration agreement in a lease or finance contract.

### **Limitations and Disclaimer**

**THIS LIMITED WARRANTY IS THE ONLY EXPRESS WARRANTY MADE IN CONNECTION WITH YOUR POWERWALL AND RELATED TESLA PRODUCT.** Any other warranties, remedies and conditions, whether oral, written, statutory, express or implied (including any warranties of merchantability and fitness for purpose, and any warranties against latent or hidden defects) are expressly disclaimed. If such warranties cannot be disclaimed, Tesla limits the duration of and remedies for such warranties to the durations and remedies described in this Limited Warranty.

### **Relationship with Applicable Law**

This Limited Warranty gives you specific legal rights. You may also have other legal rights, which vary from state to state. For example, some states do not allow limitations on how long an implied warranty lasts, meaning the limitations in the "Limitations and Disclaimer" section above may not apply to you. The terms of this Limited Warranty will apply to the extent permitted by applicable law. For a full description of your legal rights you should refer to the laws applicable in your jurisdiction.

### **General Exclusions**

This Limited Warranty does not apply to any defect or energy capacity shortfall resulting from any of the following: (i) abuse, misuse or negligence, or damage caused by or resulting from installation, operation, maintenance or repair not in accordance with applicable Tesla Product specifications and manuals, (ii) accidents or force majeure events, including but not limited to lightning, flood, earthquake, fire, or other events outside the reasonable control of Tesla; (iii) modification or repair of your Tesla Product performed by anyone other than Tesla or a Tesla certified installer; (iv) opening of the external casing of your Powerwall by anyone other than Tesla; (v) failure to operate or maintain your Tesla Product in accordance with the Owner's Manual, including removal of the Backup Switch conduit hub or operation of the manual override switch unless directed to do so by Tesla Support, or by your local electric distribution utility, or in a service event to recover power when the utility grid is supplying power; (vi) any attempt to modify your Tesla Product, whether by physical means, programming or otherwise, without the express written consent of Tesla; or (vii) removal and reinstallation of your Tesla Product at a location other than the original installation location, without the express written consent of Tesla.

You must pay for any labor charges upon receipt of replacement parts or a replacement product. Tesla will not pay for labor or any other service costs associated with installation or repair under this Limited Warranty

In addition, this Limited Warranty does not cover (a) normal wear and tear or deterioration, or superficial defects, dents or marks that do not impact the performance of your Tesla Product; (b) noise or vibration that is not excessive or uncharacteristic and does not impact your Tesla Product's performance; (c) damage or deterioration that occurs after the expiration or voiding of the warranty period; or (d) theft of your Tesla Product or any of its components.



### **Exclusion for Failure to Connect to the Internet or Failure to Register your Powerwall**

In order to provide this Limited Warranty for the full ten-year warranty period, Tesla requires the ability to update your Powerwall through remote firmware upgrades. Installation of these remote upgrades may interrupt the operation of your Powerwall for a short period. By installing your Powerwall and connecting it to the Internet, you consent to Tesla updating your Powerwall through these remote upgrades from time to time, without further notice to you. If your Powerwall is not connected to the Internet for an extended period, or has not been registered with Tesla, we may not be able to provide important remote firmware upgrades. In these circumstances, we may not be able to honor your full ten-year Limited Warranty. We would prefer to avoid this, so will try to contact you if your Powerwall's Internet connection is interrupted for an extended period. If you did not purchase your Powerwall directly from Tesla or our affiliate, **please register your Powerwall with Tesla<sup>6</sup>** so we are able to contact you, if necessary. Even if we can't honor your full ten-year Limited Warranty for the above reasons, we will always honor your Limited Warranty for at least four years following the date your Powerwall was installed for the first time, subject to the exclusions and limitations set out in this Limited Warranty.

### **California Proposition 65 Warning**

We are required to advise you that the Tesla Product may contain chemicals known to the State of California to cause cancer, birth defects and reproductive harm. We don't expect you to come into contact with any part of your Tesla Product other than the external casing. If you do, please wash your hands afterwards.

### **Modifications and Waivers**

No person or entity, including a Tesla employee or authorized representative, can modify or waive any part of this Limited Warranty. Tesla may occasionally offer to pay some or all of the cost of certain repairs that are not covered by this Limited Warranty, either for specific Tesla Product models or on an ad hoc, case-by-case basis. Tesla reserves the right to do the above at any time without incurring any obligation to make a similar payment to other Tesla Product owners.

### **Limitation of Liability**

**TESLA SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES ARISING OUT OF OR RELATED TO THIS LIMITED WARRANTY, REGARDLESS OF THE FORM OF ACTION AND REGARDLESS OF WHETHER TESLA HAS BEEN INFORMED OF, OR OTHERWISE MIGHT HAVE ANTICIPATED, THE POSSIBILITY OF SUCH DAMAGES. TESLA'S LIABILITY ARISING OUT OF A CLAIM UNDER THIS LIMITED WARRANTY SHALL NOT EXCEED THE AMOUNT YOU PAID FOR YOUR POWERWALL.**

**SOME STATES DO NOT ALLOW, OR RESTRICT, THE EXCLUSION OR LIMITATION OF DAMAGES, INCLUDING INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU, OR MAY ONLY APPLY TO A LIMITED EXTENT.**

---

<sup>6</sup> The Tesla certified installer who sold and/or installed your Powerwall should give you an opportunity to register your Powerwall during the commissioning process. In order to register, you will need to accept the Tesla Customer Privacy Policy ([www.tesla.com/legal](http://www.tesla.com/legal)). If you do not register at the time of installation, you can do so later by contacting us at the email address or telephone numbers listed at the end of this Limited Warranty.

### **Limitation on Use**

**YOUR POWERWALL IS NOT INTENDED FOR USE AS A PRIMARY OR BACKUP POWER SOURCE FOR LIFE-SUPPORT SYSTEMS, OTHER MEDICAL EQUIPMENT, OR ANY OTHER USE WHERE PRODUCT FAILURE COULD LEAD TO INJURY TO PERSONS OR LOSS OF LIFE OR CATASTROPHIC PROPERTY DAMAGE. TESLA DISCLAIMS ANY AND ALL LIABILITY ARISING OUT OF ANY SUCH USE OF YOUR POWERWALL. FURTHER, TESLA RESERVES THE RIGHT TO REFUSE TO SERVICE ANY POWERWALL USED FOR THESE PURPOSES AND DISCLAIMS ANY AND ALL LIABILITY ARISING OUT OF TESLA'S SERVICE OR REFUSAL TO SERVICE YOUR POWERWALL IN SUCH CIRCUMSTANCES.**

### **Governing Law**

This Limited Warranty shall be governed by the laws of the state where your Tesla Product is installed, except to the extent inconsistent with or pre-empted by federal law. The application of the United Nations Convention on Contracts for the International Sale of Goods is expressly excluded.

### **Claims Process**

In order to make a claim under this Limited Warranty, please contact the Tesla certified installer who sold you your Tesla Product. If you are unable to contact the Tesla certified installer who sold you your Tesla Product, or if you purchased your Tesla Product directly from Tesla, you should contact Tesla at the address, email address or telephone numbers identified below. For a warranty claim to be processed, it must include (i) proof of the original purchase of your Tesla Product and any subsequent transfers of ownership, (ii) a description of the alleged defect(s), and (iii) your Tesla Product's serial number and original installation date. Prior to returning any Product to Tesla, you should obtain an RMA (Return Merchandise Authorization) number from Tesla by submitting a Service Request Form at the link indicated below.



## **Tesla Contact Details**

- **Tesla website for submitting a Service Request Form:**  
[www.tesla.com/support/powerwall](http://www.tesla.com/support/powerwall)
- **Tesla email:** [powerwallsupport@tesla.com](mailto:powerwallsupport@tesla.com)
- **Tesla address:** 1 Tesla Road, Austin, TX 78725,  
Attn: Powerwall Warranty Claims
- **Tesla telephone numbers:**
  - Australia: +61 1 800 294431
  - Austria: +43 800 80 2480
  - Belgium: +32 800 26614
  - Canada: +1 (877) 798-3752
  - France: +33 18 288 5096
  - Germany: +49 800 724 4529
  - Ireland: +44 800 098 8064
  - Italy: +39 800 59 6849
  - Luxembourg: +35 280 08 0921
  - Netherlands: +31 800 3837301
  - New Zealand: +64 800 99 5020
  - Portugal: +35 180 018 0397
  - South Africa: +27 87 550 3480
  - Spain: +34 911 982 624
  - Switzerland: +41 800 002634
  - US: +1 (877) 798-3752
  - UK: +44 800 098 8064
  - Japan: +81 3-6890-7700