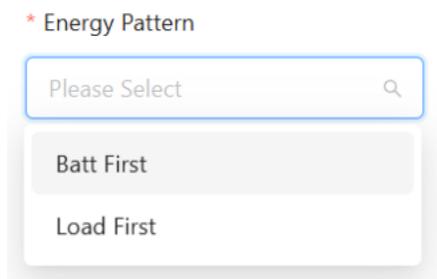


Knowledge Base Article

What are the steps to check that a system is pulling from the grid?

1. Review the charge/discharge schedule in Solarman Business. Is the system pulling from the grid when it should not?
 - a. Go to the setting in Solarman Business by -> clicking **System Work Mode-2** -> **Read** -> **Review the schedule.**
2. Does the system need to pull from the grid to help cover the loads?
3. Is the system configured for Energy Pattern Batt First?
 - a. Go to the setting in Solarman Business by -> clicking **System Work Mode-1** -> **Read** -> **Energy Pattern**



Batt First requires the system to prioritize charging the battery. If there isn't enough solar to cover charging the battery and load, the system will pull from the grid to cover the load.

4. Is the grid pull under 500W? Anything under 500 W reading is well within the normal tolerance range and is considered measurement noise.
 - a. It won't have any meaningful impact on energy usage and doesn't indicate an issue.
5. If the reading is larger than 500-600W and the above steps have been reviewed, please contact support@neovolta.com , 1-800-364-5464.