

Tigo[®]



Tigo EI App

Homeowner User Guide

Tigo EI App

Homeowner User Guide



Welcome to the Tigo EI App!

We're glad you're here! This guide will help you quickly get familiar with the Tigo EI App and get the most out of your Tigo EI Residential solar system.

The Tigo EI App gives you the power to monitor and manage your solar and home energy storage system right from your smart-phone. With just a few taps, you can check your solar production, track battery usage, and see the overall status of your system – anytime, anywhere.

This guide walks you through the different sections of the app in the order they appear on your screen (from top to bottom and left to right), so you can get the most out of your system and enjoy the benefits of clean, smart energy at home.

Note: The Tigo EI App is used by homeowners worldwide. Depending on your system configuration and local energy regulations, some features described in this guide may not be available in your region.



Table of Contents

Getting Started

Home Screen

System Page

Charts Page

Status Page

Settings Page

GO EV Charger Management

Tigo Help and Support

Tigo EI App

Homeowner User Guide

Getting Started

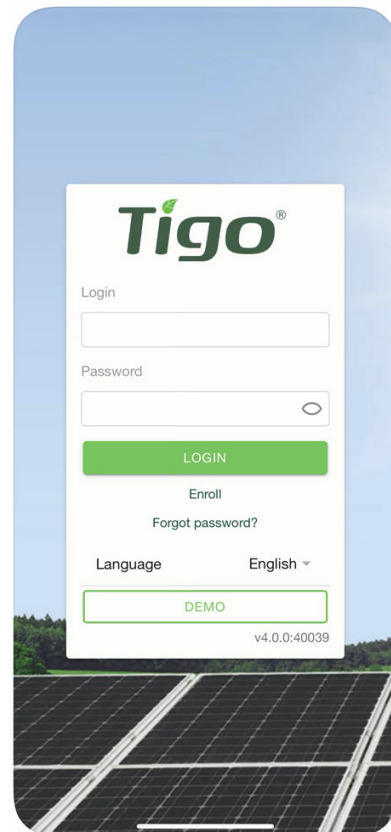
Download the EI App

- Open the Apple App Store or Google Play Store.
- Search for “Tigo EI” and look for the green leaf icon.
- Download and install the app.

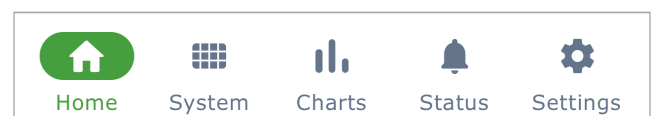


Log In or Create an Account

- Open the app.
- Tap Login if you already have a Tigo account.
- Tap Enroll to create a new account. Use the same email address you provided to your installer when your system was registered.



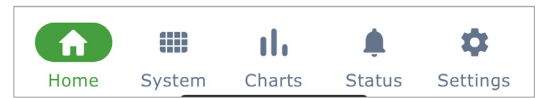
Once logged in, the menu bar will appear at the bottom of the screen. Each menu option is covered in detail in this guide.



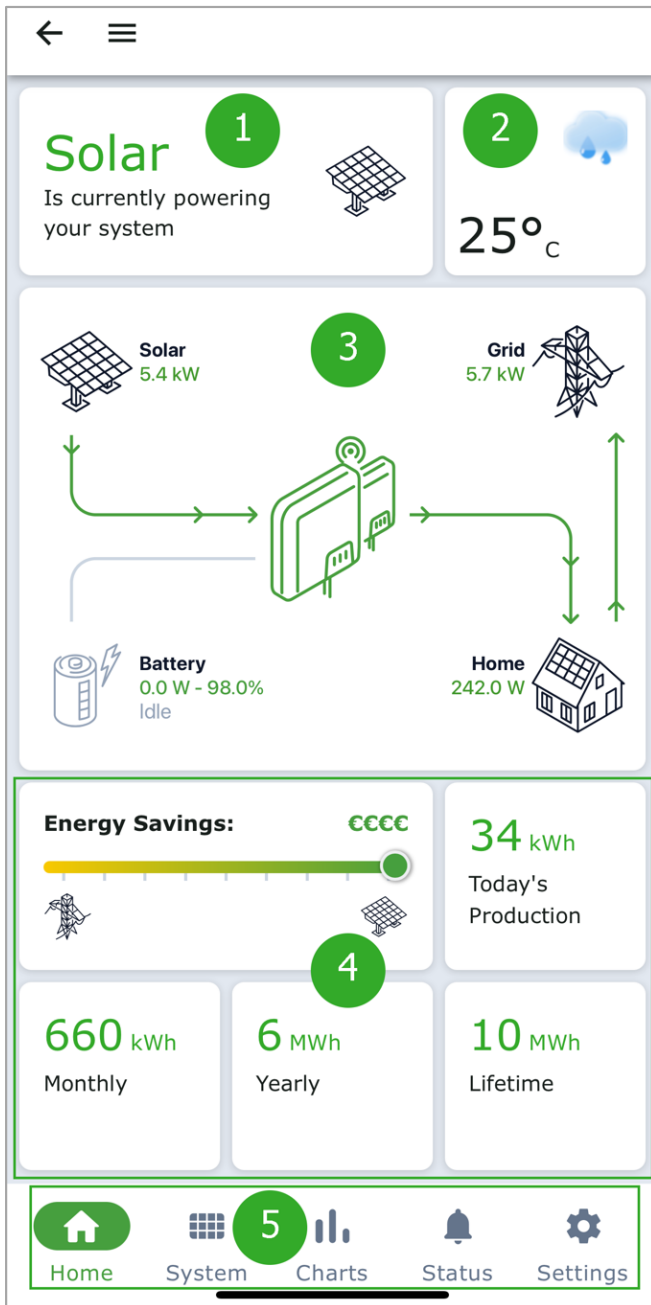
Tigo EI App

Homeowner User Guide

Home Screen



After logging in, the Home Screen gives you a quick overview of your system status and energy flow. This is the default view when you open the app.



1. System Power

Shows which part of the system is currently powering your home.

2. Weather

Displays local weather data based on the system location.

3. System Power Flow

Shows animated arrows indicating energy flow within your storage system.

- Solar – the amount of power your solar array is producing
- Grid – the amount of power from and to the grid
- Battery – the amount of power that the battery is charging or discharging
- Home – the amount of power consumed by the home loads

4. Energy Savings

Shows how many kilowatt-hours (kWh) you have saved over different time periods.

5. Menu Bar

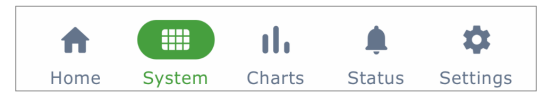
Select various system alerts and equipment status, alerts and warnings, and settings.

Tigo EI App

Homeowner User Guide

System Page

(For systems equipped with TS4 optimizers)



This section focuses on the menu bar at the bottom of the Home screen. We will cover each screen from left to right.



The System page shows the layout of the PV array. The TS4 module-level data is displayed inside the module icons.

The bottom of the display allows you to change the day so that you can go back and look at previous production.

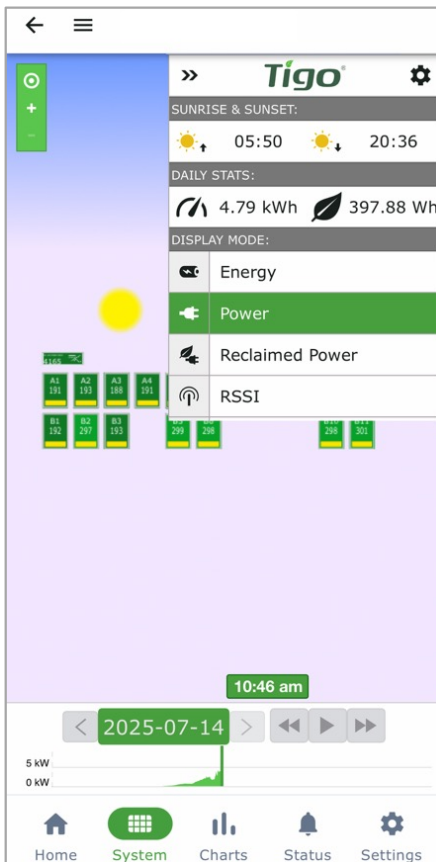
There is also a production graph below the time settings that is used to show PV performance throughout the day (only when "Power" or "Reclaimed Power" are selected).

Drag the vertical line across the graph to view module data at different times of day

The two arrows in the upper-right hand corner open the Display Properties menu. Let's discuss these selection in more detail.

Tigo EI App

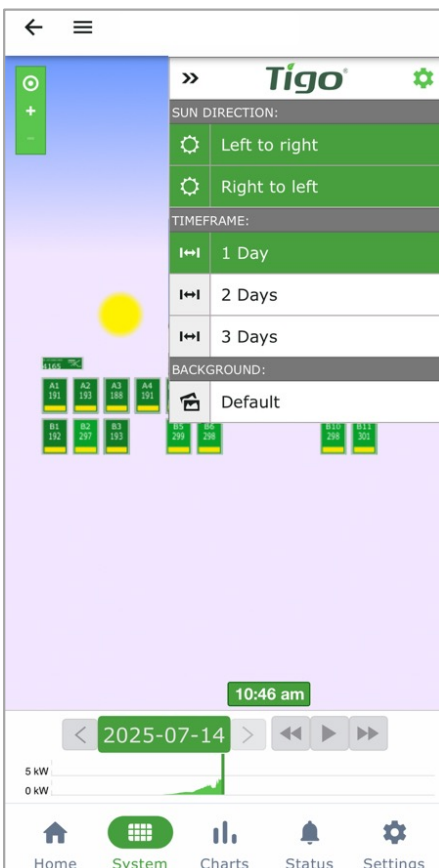
Homeowner User Guide



Tap on the arrows to open the menu. Tap again to close.

Display Mode allows you to select the properties of the PV array monitored modules

- **Energy** – Current day-to-date PV production in watt hours (Wh)
- **Power** – The amount of power produced in watts (W). Use the slider below the graph to move backward or forward in time.
- **Reclaimed Energy** – The amount of extra energy harvested by the Tigo TS4 Optimizers (Wh)
- **RSSI** – Signal strength indicator of the wireless communication (for installer use only)



Tap on the gear icon in the upper right corner of the menu to open visual display options.

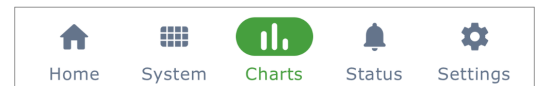
- **Sun direction** allows the sun to travel across the system page based on the orientation of the PV array on your roof
- **Timeframe** displays 1, 2, or 3 days of data.
- **Background** allows you to add a custom image as a background for the system page

Tigo EI App

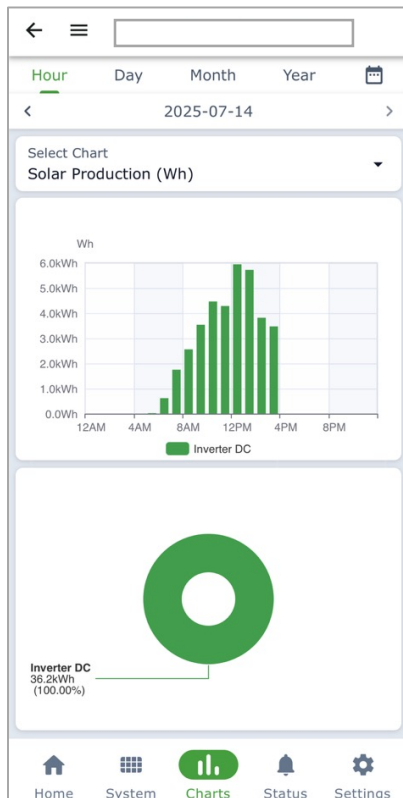
Homeowner User Guide



Charts Page



Solar Production Chart



Time selection – Changes the graph to the selected time frame. Use the arrows to the right and left of the date to shift the time frame.

Select Chart – Choose the type of data you want to display.

Pie Chart – Shows percentage breakdowns of the selected data.

Let's look at the charts in more detail.

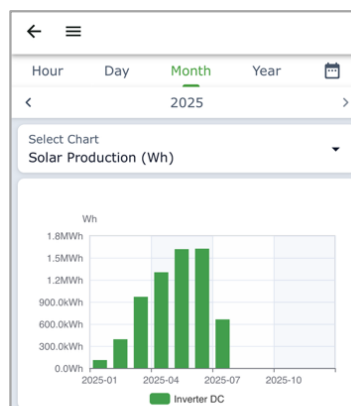
Solar Production – displays the amount of PV production during the day. This is the energy (DC watt-hours) from the array.

This chart shows the hourly change in production. Notice how the following graphs change with the time selection:

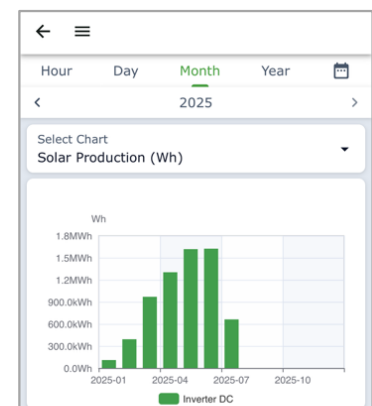
Day View



Month View



Year View

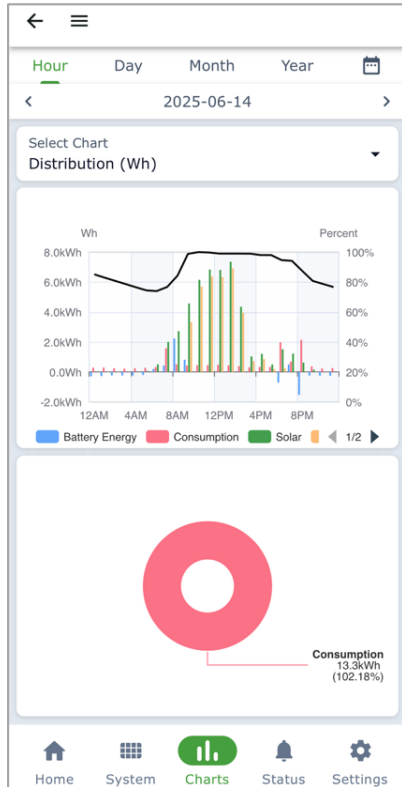


Tigo EI App

Homeowner User Guide



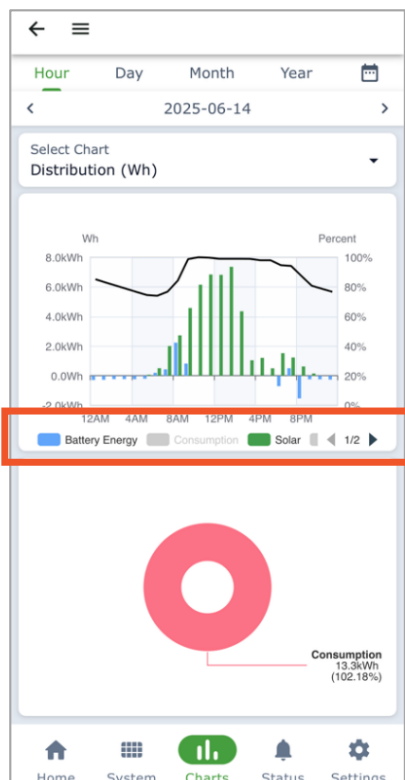
Distribution Chart



Shows the following all forms of energy flow in the system:

- **Solar**
- **Battery**
- **Consumption**
- **Net Energy**
- **Battery State of Charge (SOC)**

Attributes will be available depending on installed equipment. Values above the 0 reference show battery charge or PV production. Values below show battery discharging.



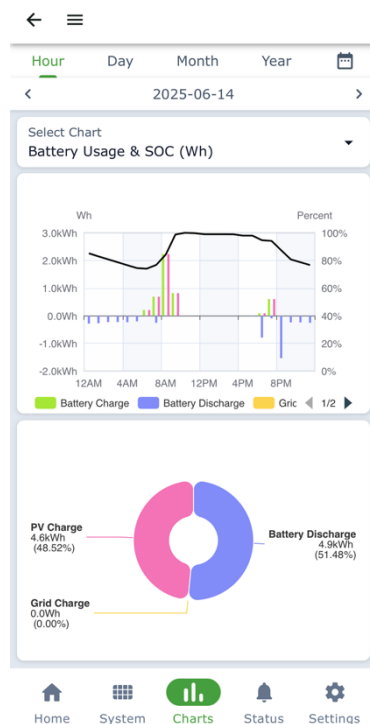
Tap the graph attributes to remove from the display.
Tap again to bring back.

Tigo EI App

Homeowner User Guide



Battery Usage and SOC



This chart displays battery charge, discharge, and the state of charge (SOC).

Values below the 0 reference show discharge. Values above show charging.

Grid (System Import & Export)



Grid Export – amount of energy that went into the grid.

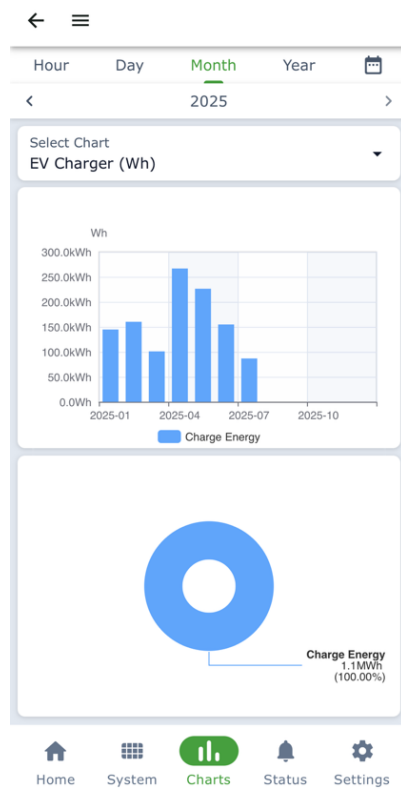
Grid Import – amount of grid energy used to power the home, charge the battery, and using the GO EV Charger.

Tigo EI App

Homeowner User Guide



EV Charger



This chart displays the amount of energy used to charge the electric vehicle from the grid, solar, and the batteries.

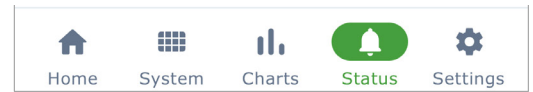
It is only visible if your system includes the GO EV Charger unit.

Tigo EI App

Homeowner User Guide

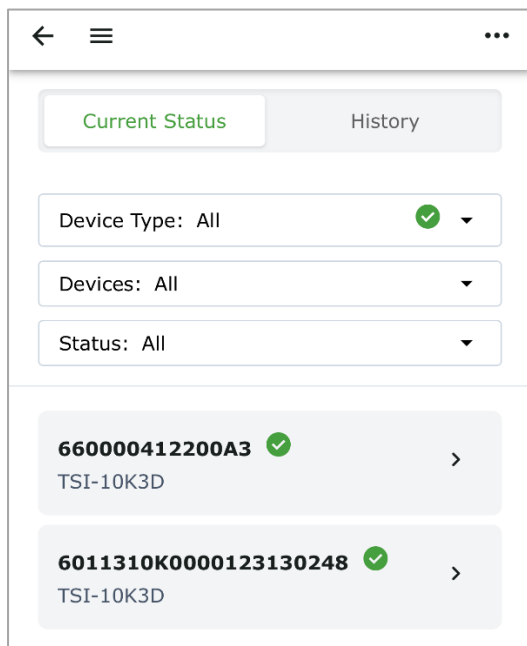


Status Page



The Status Page provides alerts and warnings, along with equipment status updates. Let's look at each screen in detail.

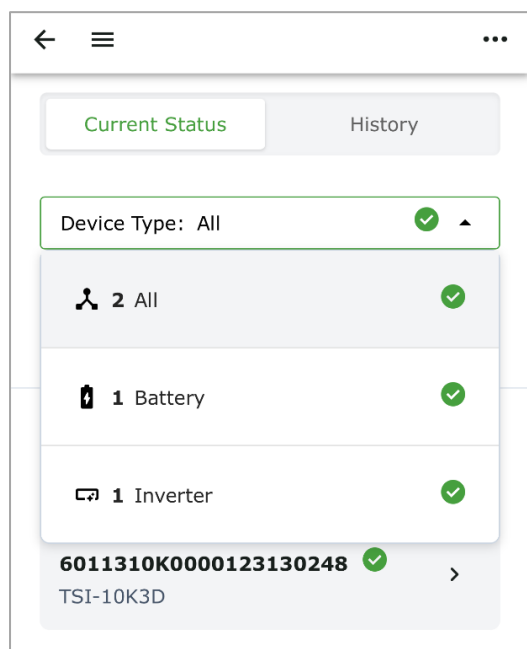
Current Status



Drop down menus show appropriate info about the Tigo equipment that was scanned into the EI App during commissioning.

Tapping on the equipment will show its status.

Device Type: All



Displays the status of all equipment.

In the image on the left, you can see that the system has one EI Battery and one EI Inverter.

Tigo EI App

Homeowner User Guide



Devices: All

The screenshot shows the 'Current Status' screen of the Tigo EI App. At the top, there are two tabs: 'Current Status' (active) and 'History'. Below the tabs, there are three filters: 'Device Type: All' with a green checkmark icon, 'Devices: All' with an upward arrow icon, and 'Status: All' with an upward arrow icon. The 'Devices: All' dropdown menu is open, showing a search bar with the placeholder 'Type Device ID'. Below the search bar, there are two sections: 'Selected' and 'Inverter'. The 'Selected' section shows 'None Selected' and a green 'Unselect All' button. The 'Inverter' section shows a list of inverters with checkboxes. The first inverter is '6011310K0000123130248' with an unchecked checkbox. Below the inverters, there is a 'Battery' section with a list of batteries and checkboxes. The first battery is '660000412200A3' with an unchecked checkbox. At the bottom of the screen, there is a green 'Apply' button.

Select the device, then tap “Apply” to see the status of that device.

Status: All

The screenshot shows the 'Current Status' screen of the Tigo EI App. At the top, there are two tabs: 'Current Status' (active) and 'History'. Below the tabs, there are three filters: 'Device Type: All' with a green checkmark icon, 'Devices: All' with a downward arrow icon, and 'Status: All' with an upward arrow icon. The 'Status: All' dropdown menu is open, showing a list of status options with indicator icons. The first option is 'All' with a green checkmark icon. Below it are 'Healthy' with a green checkmark icon, 'Warning' with a yellow warning triangle icon, 'Error' with a red exclamation mark icon, and 'Unknown' with a blue question mark icon.

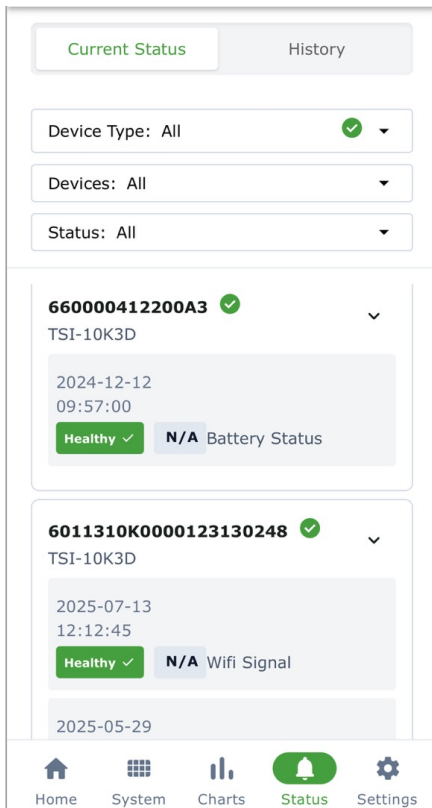
Indicator Icon meanings. Tap each one to see which equipment is flagging the associated status.

Tigo EI App

Homeowner User Guide

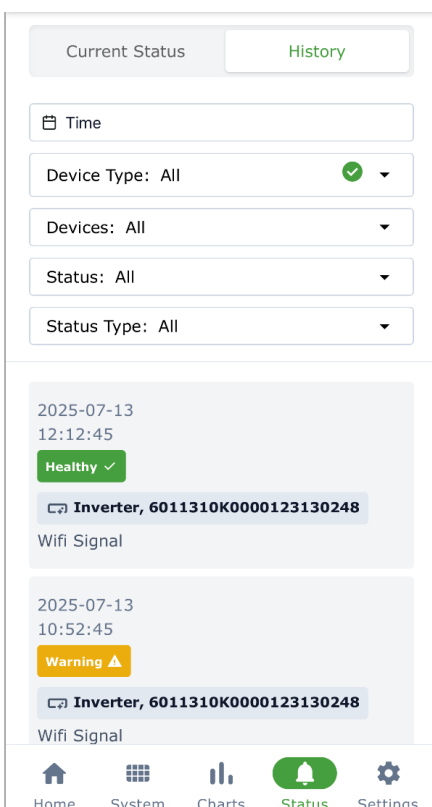


Device Status



Tapping the serial number displays the status of the device.

Status Example



The EI Inverter in this system is flagging a warning.

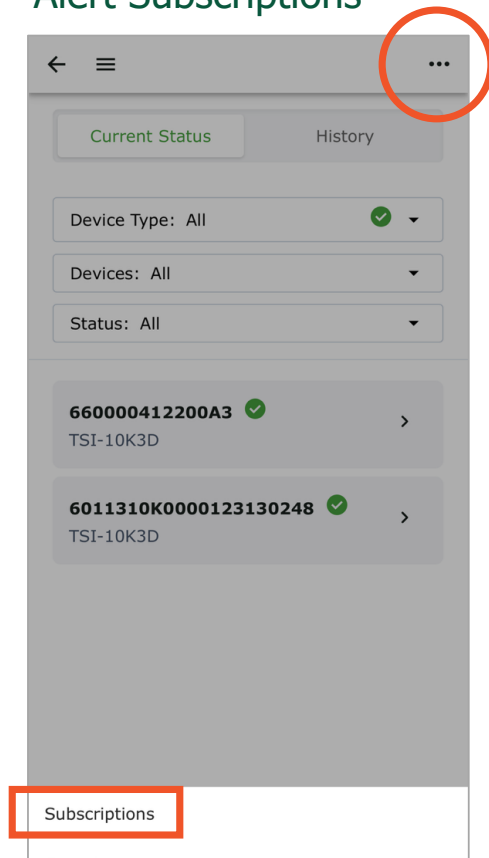
Tap the warning to see the message context.

Tigo EI App

Homeowner User Guide



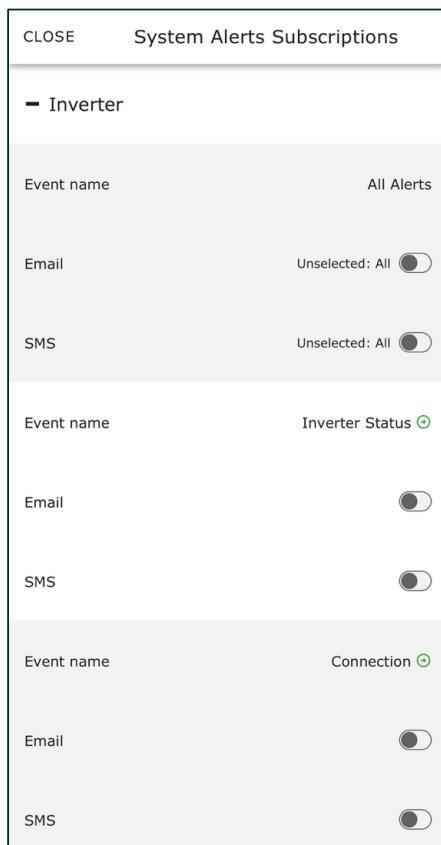
Alert Subscriptions



Tap the three dots on the top right of the screen to bring up the subscription selection page.

Tap "Subscriptions" to enter the alerts page.

Alerts Selection



Tap the alert you would like to receive via email and/or text.

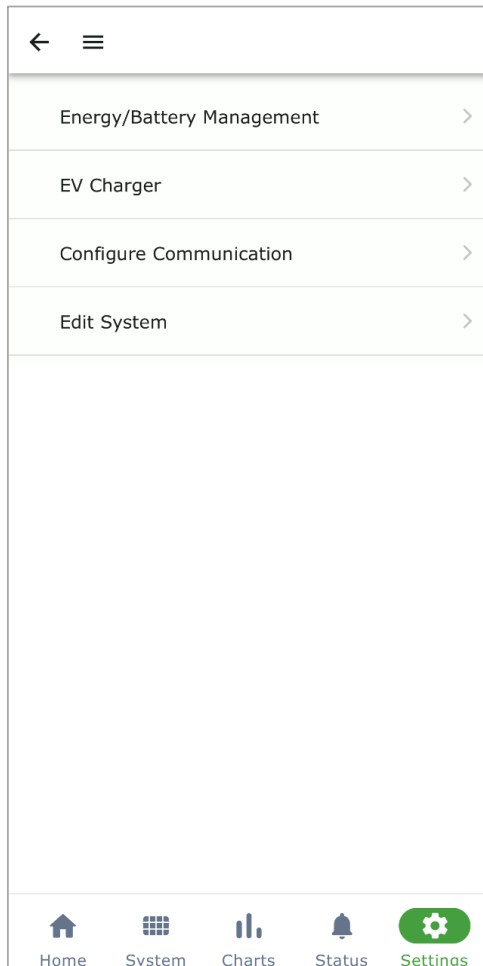
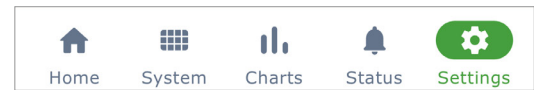
Each component scanned at commissioning will have an alert option. Scroll down the list to view each one.

Tigo EI App

Homeowner User Guide



Settings Page



The Settings Page allows you to adjust how your Tigo EI system operates. Available options may vary depending on your system configuration.

These settings affect the EI system behavior:

- Battery charging and discharging
- Grid parameters
- GO EV Charger settings
- Network connections
- PV system settings

Your system may not display all options depending on your configuration.

Let's explore each group beginning with **Energy/Battery Management settings.**

This screen allows you to select the operating mode of the Tigo EI system.

There are three modes and each causes the system to behave differently based on your home consumption: **Self-consumption, Time of Use, or Backup.**

When the grid goes down, the EI Inverter will be able to power the loads connected to the EI Link Load port through the inverter's EPS output.

Tigo EI App

Homeowner User Guide



Energy/Battery Management

EI Battery modes can also be accessed by tapping the battery icon in the system power flow in the Home screen.

Self Consumption Mode

The screenshot shows the 'Energy/Battery Management' screen with 'Self Consumption' selected. It includes a description of the mode, a slider for 'Reserved energy for outage' set to 25%, and a 'Save' button.

← ☰ Energy/Battery Management

Select Mode
Self Consumption

This mode is designed to maximize your solar and battery usage to be as energy independent as possible.

Reserved energy for outage: 25%

25

Save

The solar energy produced first covers the household loads, then charges the battery. Any surplus is exported to the grid.

The battery stores extra solar energy during the day. Instead of sending that extra power to the utility, it saves it and uses it later, like in the evening or on cloudy days, to help power your home and lower your electric bill.

Use the slider to stop battery discharge to a state of charge that will allow some battery power in case the grid goes down.

Backup Mode

The screenshot shows the 'Energy/Battery Management' screen with 'Backup' selected. It includes a description of the mode and a 'Save' button.

← ☰ Energy/Battery Management

Select Mode
Backup

Keeps the batteries full to keep the power reserves ready for an outage.

Save

The battery stays charged and will discharge when the power from the utility goes out. In this case, it supplies energy to the household loads connected to the EI Link Load port. Tigo EI Residential is capable of providing a Whole-Home Backup mode.

It won't be used during normal conditions unless the grid goes down.

Tigo EI App

Homeowner User Guide



Time of Use (TOU) - Rate Saver

Select Mode
Time of Use - Saver

The time of use mode is designed to avoid using power from the grid during the most expensive time of the day. Check with your utility to see what times these are.

From 04:00 PM To 09:00 PM +

Reserved energy for outage: 25%

25

☐ Charge Battery From Grid

From 05:00 AM To 06:00 AM

☐ Force Battery Discharge

From 05:00 AM To 10:00 AM

If your utility charges different rates depending on the time of day, the battery can charge when electricity is cheaper and discharge when rates are higher. This helps reduce how much you pay from power from the grid.

Enter the high peak period in the time windows. In this example, the higher rates start at 4:00PM and end at 9:00PM

Add more timers by tapping the “+” sign next to the timers.

Select Mode
Time of Use - Saver

The time of use mode is designed to avoid using power from the grid during the most expensive time of the day. Check with your utility to see what times these are.

From 04:00 PM To 09:00 PM +

Reserved energy for outage: 25%

25

☒ Charge Battery From Grid

From 05:00 AM To 06:00 AM

☐ Force Battery Discharge

From 05:00 AM To 10:00 AM

By default, the Tigo EI system will not use the utility grid to charge the batteries. However, once “Charge Battery From Grid” is selected, you may enter a time when the rates are low to perform grid charging.

This may be useful if there is not enough sun to charge the batteries before the high peak period arrives.

Select Mode
Time of Use - Saver

The time of use mode is designed to avoid using power from the grid during the most expensive time of the day. Check with your utility to see what times these are.

From 04:00 PM To 09:00 PM +

Reserved energy for outage: 25%

25

☐ Charge Battery From Grid

From 05:00 AM To 06:00 AM

☒ Force Battery Discharge

From 12:00 PM To 02:00 PM

“Force Battery Discharge” will automatically discharge the batteries at full power in a specific time window.

This is useful for offsetting a smaller high peak window when solar buyback is at its highest.

Check with your local utility for approval since this is a specialized operating mode.

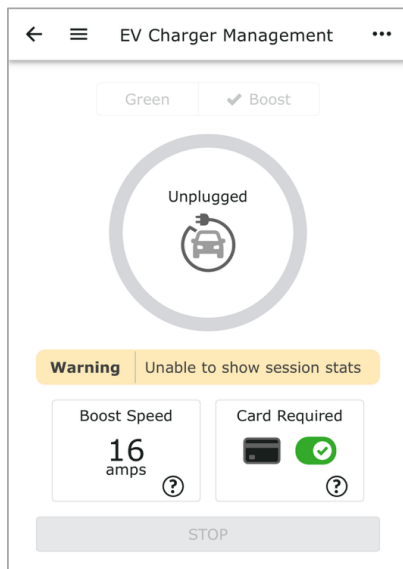
Tigo EI App

Homeowner User Guide



GO EV Charger Management

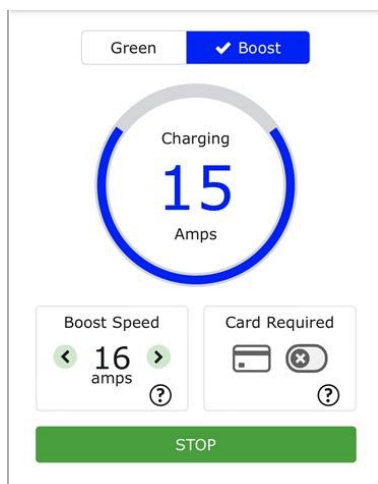
Once the GO EV Charger is commissioned, it will appear on the Settings Page.



This is the GO EV Charger status page. This charger is not plugged in and therefore, no charging mode appears.

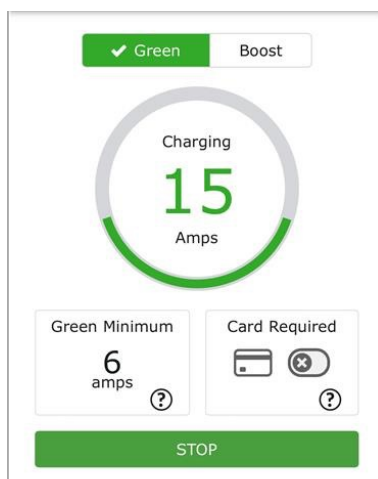
Once the charger is plugged in and active, this page update charging status.

Detailed charging behaviors for each mode are covered here below.



Boost Charge Mode

- Charge EV with solar and grid
- PV is the primary source
- Minimum charge current (AC) settings
- 6A, 10A, 16A, 20A, 25A, 32A
- Charging Current = PV - home load (Boost mode uses also grid to compensate the missing part from PV/home load)



Green Charge Mode

- Charge with solar only
- PV priority: Home loads > Charger > Battery > Grid
- EI Battery **does not** support EV charging
- 6A minimum charging current

Tigo EI App

Homeowner User Guide



Tigo Help and Support

For questions or technical issues:

- In-App Support - Tap "Support" inside the EI App
- Or visit the Tigo Help Center: support.tigoenergy.com

If your system has an issue:

- **Your installer is your first point of contact.** They are familiar with your setup and can troubleshoot directly.
- If needed, your installer will contact Tigo Support on your behalf.

Tigo®



About Tigo

Tigo Energy, the worldwide leader in Flex MLPE (Module Level Power Electronics), designs innovative solar power conversion and storage products that provide customers more choice and flexibility. The Tigo TS4 platform increases solar production, decreases operating costs, and enhances safety. When combined with the Tigo Energy Intelligence (EI) platform, it delivers module, system, and fleet-level insights to maximize solar performance and minimize operating costs. The Tigo EI Residential Solar Solution, a flexible solar-plus-storage solution for home installations, rounds out the Company's portfolio of solar energy technology. Founded in Silicon Valley in 2007, Tigo accelerates the adoption of solar energy, with a global team supporting customers whose systems safely generate gigawatt-hours of solar power across seven continents.

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