



enerGUARDIAN™
All-in-one Back-Up Power Protection

FAQ

- ✓ **CLEAN & SILENT**
- ✓ **FULLY AUTOMATIC**
- ✓ **MAINTENANCE-FREE**



enerGUARDIAN PURCHASING & INSTALLATION:

- Q. What is the life expectancy of the system? A.** Your Discover Energy tubular plate batteries are among the most durable in the industry. They are built with a 20 year design life. The electronics are also extremely durable and will typically last 15-20 years or more in standby mode.
- Q. How can I get longer runtime from this system? A.** Harris Battery can help with three enhanced runtime options. Larger batteries can be substituted for any of the systems. A second string of the same batteries can also be added to the system to double runtime. Lastly, the system is fully adaptable to adding solar panels and storing energy captured from the sun. This option allows you, unlike a grid tied solar system to operate during utility outage periods.
- Q. What is the warranty on the installation? A.** Since the backup system will tie into your main service panel, it will require installation by a licensed electrician. Consult your electrician for warranty on labor.
- Q. Do you offer battery stands to stack and conserve space? A.** The system comes with a basic battery stand to secure the batteries and get them off the floor. Upgraded battery stands to conserve space can be added to the system. Never operate your batteries in a horizontal orientation – this will lead to premature battery failure.
- Q. What is the cost of electric used to recharge batteries per year? A.** When the system is in standby mode, a small float charge is applied to keep the batteries “topped off”. Tubular plate OPZV batteries are designed with very low self-discharge characteristics; therefore this float charge is minimal. Annual energy to keep the batteries fresh is about 10% of the capacity. In most cases less than \$1/year. When the system is called on to deliver energy during an outage, that energy will be replaced at the normal utility rate once the power has been restored.



enerGUARDIAN MAINTENANCE & SUPPORT:

- Q. What is the warranty for system components? A.** Your enerGUARDIAN Backup Power System is warranted for five years! The reliable backup system is sized to meet backup requirements in the event of a utility outage, not to be regularly cycled. Misuse will nullify the battery warranty. Contact Harris Battery for warranty claim instructions.
- Q. Can I run a test cycle since the system may be in standby mode for long periods of time? A.** Unlike a generator, there is no need to exercise this system. Your enerGUARDIAN Backup System includes a digital system status displayed on the system control panel. Its readiness can be checked at any time. Since the system relies on batteries and electronics, there are very few moving parts (only a small cooling fan), so it's very reliable. The system can also be purchased with the optional Schneider Electric Combox which allows you to check the status of your system and your utility power from anywhere in the world on your hand-held device or computer.
- Q. Who will service the units? A.** Components of your enerGUARDIAN Backup System are sourced from some of the biggest and most reputable manufacturers in the world. Given their tight manufacturing processes and nature of the system (remember, virtually no moving parts), we trust you will never need to service your unit. In the event of a problem, call Harris Battery and we can walk you through troubleshooting by reviewing codes displayed on the system control panel. Do not attempt to open any of the components in the system.
- Q. What maintenance of the system is required? A.** Our Backup System requires virtually no maintenance and ensures batteries are always fully charged. The batteries themselves are sealed gel and emit no smell and require only periodic visual inspection. If the connections become loose or corroded contact your electrician for troubleshooting. In comparison a generator requires frequent exercising, testing, starting battery maintenance and annual oil changes.
- Q. Will Harris Battery stock replacement parts for the units? A.** Harris Battery stocks all the components of the system as well as the batteries.
- Q. Who do I call if the unit does not work? A.** Harris Battery is here to assist you so you get the most out of your home backup system. Call us toll free during regular business hours (eastern time) at 1-800-367-7670.

