



# SolShare FAQs for apartment residents

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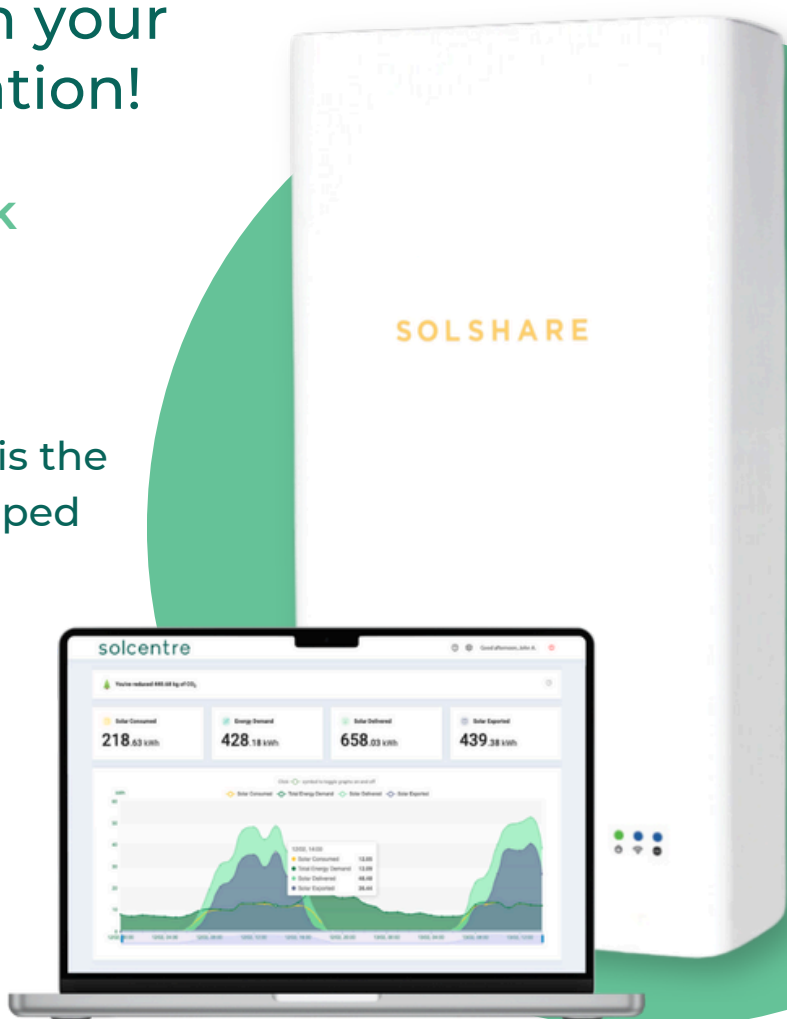


# Congratulations on your recent solar installation!

The planet (& your bank balance) will thank you for taking this step.

As you might know, Allume is the Aussie company that developed the **SolShare** technology.

We've put together this list of FAQs to help you as you begin to experience the benefits of solar with your new SolShare system.



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## General questions

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### Who should I go to with questions?

If you don't find the answer in this FAQ or other documentation shared with you, then your installer is the best point of contact.

They can answer questions related to your solar system's performance and hardware, and will provide you with relevant warranty information either at handover or upon request.

### Our building is interested in upgrading our solar system and exploring other electrification options (e.g., EV chargers, batteries). Where should we start?

Your solar installer! Most solar installers have extensive experience with other equipment, such as batteries and EV chargers, and would be happy to give you advice or help you determine the next course of action.



## What if I experience Wi-Fi issues?

For Wi-Fi troubleshooting, follow the steps outlined on page 3 [here](#). If you're unsure, your installer can confirm if the issues you're experiencing are Wi-Fi-related.



## What happens if SolShare loses its Wi-Fi connection?

SolShare will continue to operate normally even if it temporarily loses its internet connection. However, if any other issue were to occur, Allume cannot provide remote monitoring or support until the SolShare is reconnected to the internet.

Allume offers email alerts to notify building managers when a SolShare goes offline. Your body corporate or strata committee can nominate one or more email addresses to receive these alerts.

Talk to your solar installer about setting up offline SolShare notifications and make sure Allume always has the most up-to-date contact list. This ensures the right people are notified and can take action if a SolShare ever loses connection.

## How do I get the most value out of my new solar system?

It's significantly more beneficial to use solar energy for your own needs rather than selling it back to the grid. Here are some tips to help you make the most of your solar energy:

- Run your dishwasher and washing machine around midday when sunlight is strongest.
- Prepare meals in advance so you can use your electric stove or oven during the day.
- If you haven't already, consider converting your hot water system and stove/oven to electric.
- Set your electric hot water system to heat during the day instead of on-demand.
- Pre-cool or pre-heat your home by using air conditioning or electric heating during the day and then opening windows or using extra blankets at night to conserve energy.



## Solar allocation & export

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**SolShare is exporting most of my solar to the grid instead of straight to my apartment. Why is this happening?**

This can happen if you mainly use energy when it's dark, when less solar energy is generated. If your solar system setup doesn't include a battery, solar energy must be used when it is generated.

Don't worry; you will still benefit from your energy retailer's feed-in tariff (FiT—see [page 6](#)) for your portion of solar energy produced.

To utilise more of your solar allocation, try adapting your energy usage to use more during daylight hours by implementing some of the tips we outline on [page 4](#).



**Can I give my solar allocation to a neighbour in my building?**

No, SolShare's algorithm is set up to send each tenancy the solar energy allocated to them over a calendar month, which can either be used by that tenancy or sent back to the grid for a FiT ([page 6](#)).

## I'm going away for over a month and will turn all my appliances off. Will I still benefit from solar energy?

When you don't use electricity in your tenancy for extended periods (an entire calendar month or longer), you can still benefit from your allocated solar via the feed-in tariff (FiT) paid to you by your electricity retailer (see below).



## How do I receive a feed-in tariff (FiT) for solar exported?

A feed-in tariff (FiT) is offered in most Australian states and is the payment you receive for sending solar energy back to the grid, with the rate set by your energy retailer. If you receive a FiT, it will be shown on your electricity bill as a negative amount (i.e., money given back to you!).

The average FiT rate for solar exported is ~5¢ per kWh, while the rate per kWh for energy you use from the grid is ~30¢. Depending on your energy use and solar system size, monthly credits can range from ~\$5 to \$20.

Your solar installer can assist with the FiT meter reconfiguration, but it may take time for your Distribution Network Service Provider (DNSP) and energy retailer to process it. Contact your solar installer or strata manager if you don't see it on your bill within a few months.

# SolCentre monitoring portal

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## How do I access SolCentre?

Once the SolShare(s) for your building have been ordered, you can register for SolCentre by scanning the QR code below or visiting [solcentre.allumeenergy.com](https://solcentre.allumeenergy.com).

Once our team processes your request, you can access the portal from your web browser. We recommend bookmarking the page or using the 'add to Home Screen' option in your mobile browser to add a shortcut to your phone's home screen so you can return to it easily.



## I've just moved into/out of a building with SolShare, is there anything I need to do?

Our technical support team will help you activate/deactivate your SolCentre portal registration. Please send us an email with your address and anticipated (or actual) move-in/out date at: [support@allumeenergy.com.au](mailto:support@allumeenergy.com.au)

Of course, if you're moving into another multi-tenant building that doesn't yet have solar, get in touch with us to see how you and your new neighbours can benefit from solar, too!

## When can I start to see my data in SolCentre?

You can view your tenancy's data in the SolCentre monitoring portal after the SolShare(s) in your building are fully online, which may take a few weeks from the time they are physically installed.

## Our tenancy has multiple tenants (e.g., we are a couple or a sharehouse). Can we each get a SolCentre login?

At this time, SolCentre allows for one log in per tenancy.



## I cannot see recent data for my tenancy in SolCentre, Why?

To view up-to-date data in SolCentre, each SolShare must have:

- power supplied from the grid;
- a fully-operational inverter;
- a strong, stable internet connection.

If you can see load data **but not** solar data, it may mean that you have already received your allocated share of solar power for the month, and other tenancies are catching up.

If no data is displayed and your internet connection has been offline for an extended period, the last two weeks of available data will appear on your SolCentre dashboard once it is reconnected.

If you experience prolonged periods (over a week) without solar **or** load data, we recommend contacting your solar installer for assistance in investigating the issue.



## Contact us for more information

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