



Tesla Powerwall replacement

North Berwick

Support for a family's
existing home battery system



A family needed dependable support

North Berwick

A home with two young children

An unexpected loss of power made prompt help especially important.

Existing equipment

2 × Powerwall 2

Tesla Gateway

Another contractor had installed the original system.

Our engineer resolved the initial problem

The call-out

The customer noticed a burning smell and lost power in the house.

Around a year before the replacement project

The response

Our engineer identified issues in the original installation.

The team completed remedial work promptly and resolved the immediate problem.

A later Tesla message prompted another call

The app notified the customer that his Powerwalls had shut down.

After contacting Tesla, he told us that Tesla had condemned both units and asked him to find an installer to handle the replacements.

No causal link to the earlier installation fault has been established.

The customer returned to Renew-Able

He called the team that had helped him before.

Coordination with Tesla

We dealt with the logistics of obtaining the replacement Powerwalls.

Installation at the home

Once the equipment arrived, our team fitted the new units and got the system running.

Two new Powerwall 3 units replaced the originals

Stage	Battery equipment	Quantity
Original system	Tesla Powerwall 2	2 units
Replacement system	Tesla Powerwall 3	2 new units

Gateway replacement details and specific backup circuits are outside this case study.

The customer emailed his satisfaction

**Two brand-new Powerwall 3 units,
and a system running again.**

The customer was delighted with the replacement equipment and how efficiently our team completed the installation.

Customer feedback as described by Renew-Able. No direct quotation.

Replacement arrangements depend on each case

This customer's outcome

Tesla assessed the original units.
Renew-Able coordinated and installed the replacements.

Your installation

The manufacturer's assessment and agreed scope determine the available route.

A Powerwall 3 replacement is not a universal entitlement for Powerwall 2 owners.

Powerwall guides for homeowners

Tesla Powerwall 3

Installation, Gateway and expansion options

Tesla Powerwall app guide

Energy information and available settings

Home battery backup during a power cut

Support for your existing Powerwall

Tell us what has happened

Share your location, equipment model and any message from Tesla. We can discuss how our team may be able to help.

[Contact Renew-Able Solutions](#)

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