Frequently asked questions

Short answers to the questions we hear most about Battery Monitor, the warranty and Batterieslab batteries.

Battery Monitor

Is Battery Monitor free?

Yes. Only the AI chat needs a paid plan; watching, registering, the history, support and Ermis Cloud are free.

Can I use the app without an account?

Yes, with **Continue without login**, but a guest can only connect to a battery over Bluetooth and see its data. To register it, see its history, open cases or get notifications, sign in with an account.

Can I connect to more than one battery?

Yes. Connect to each; **View all** shows them side by side.

Does the app watch my battery in the background?

No. It reads the battery while its page is open. Batteries with an IoT bridge or Ermis report over the internet all the time.

How do I see whether the battery is charging?

Look at the **Current** on the dashboard: positive (+) while the battery charges, negative (−) while it discharges. The **History** shows each charge and discharge.

Warranty and ownership

How long is the warranty?

5 years from the date of purchase or 6,000 cycles, whichever comes first, for batteries registered within 30 days of purchase. See Registering your battery.

I bought a used battery. Is it still under warranty?

The warranty passes to a new owner once the battery is registered to their account, with its original purchase date. Ask the previous owner for a transfer code.

My installer registered the battery to their account.

Ask them for a transfer code, or contact us. The battery should be registered to its owner.

Data and privacy

Who can see my battery?

You, and if the battery came through a partner, that partner and its installer, plus Batterieslab support. The public battery passport shows the battery's condition, never its owner or location.

How do I delete my account?

In **Settings → Delete account**, or on the web: see Your account and privacy.

Ermis

Does Ermis Cloud cost anything?

No. It is free for every owner of an Ermis battery.

Can I control my battery from Ermis Cloud?

No. Ermis Cloud is view-only.