

Important Information and FAQs for Emberpulse®

Important information:

1. Emberpulse® is a personal energy advisor solution which can only be installed in an owner occupier property. The property cannot be an apartment and the purchaser must be the legal owner of the property.
2. The Emberpulse® energy adviser system has two main components, the Embermeter® and the Emberpulse®. The Embermeter® must be installed into a home's electricity board / fuse box by a licensed and trained electrician. While the Emberpulse® unit is the central advice and monitoring hub, which is to be placed in a visible location within the home.
3. The purchase of Emberpulse® includes an installation by a licensed and trained electrician. Prior to installation, photos of the home's electrical fuse box are required to pre-assess the home's compatibility and ensure the installation process can be completed as quickly as possible. Emberpulse® will be installed to AU/NZ electrical standards, therefore the home owner's electrical fuse box must be compliant to these electrical standards. If the fuse box is not to these standards, any rectification work will be at the cost of the home owner. Where the installation is a non-standard installation, the installation of the Emberpulse® system may not be possible. This judgment will be at the discretion of the qualified electrician from Embertec®. In such an instance, all monies paid will be refunded to the purchaser / home owner as promptly as possible.
4. The Emberpulse® system has no ongoing charges but needs to be connected to a home's Wi-Fi modem. It is the home owner's responsibility to ensure they have a working Wi-Fi modem connected to the internet. Please note Emberpulse® requires approximately 500MBs of data per month from an internet plan, or less than 1% of a home's average internet plan.
5. Emberpulse® comes with a free App. The App is available for Apple iOS and Android devices utilising the latest version of software.
6. Prior to installation, the home owner must provide Embertec® with a copy of their latest electricity bill, so Emberpulse® can be configured to provide accurate energy advice, energy monitoring and bill forecasts for their home.
7. Emberpulse® will track a home's energy consumption, solar generation and storage. It analyses the data and displays the home's energy usage by hour, day, week, month, quarter, and year. Real-time monitoring and alerts ensure remove the uncertainty of electricity bills to eliminate "bill shock". Emberpulse® also sends notifications if there has been a power failure or if the solar PV system has suffered an outage.
8. Emberpulse® provides ongoing advice to lower your electricity bills. To ensure accurate advice, the home owner should complete all the details within their Emberpulse® home profile. Emberpulse® will develop a unique energy profile for each home owner to provide tailored savings recommendations. A home owner will receive their first energy plan recommendation three months after installation.
9. Emberpulse® tracks your energy usage and compares this consumption against a home's entered energy budget. Emberpulse® allows home owners to set budget alerts to prompt action when a home owner is forecasted to spend near or over their forecasted energy budget. These alerts eliminate bill shock, giving home owners better control of their energy use.
10. Emberpulse® will pulse/flash for approximately 30 seconds when it detects an energy consumption, production and/or storage change. The flashing light can be timed to turn on/off as desired, for example turn off at 10pm and back on at 5am.
11. Emberpulse® can send home owners energy usage reports via email either daily, weekly or monthly. Emberpulse® will assess a home's energy usage profile and pinpoint the best time to invest in solar and/or battery storage. This recommendation will detail the optimal system size for the home owner along with a comprehensive financial assessment of multiple options.

FAQ's:

1. What is Emberpulse®?

Emberpulse® is an energy advice, monitoring and visualisation platform that provides real time information regarding your energy consumption, production and spend. It provides factual information on the best time to invest in either solar and/or batteries storage, pinpoints the right size system and always ensures you're on the best retail electricity plan maximising your energy spend.

2. If I move house can I take Emberpulse® with me?

No, unfortunately the Emberpulse® is hard wired into your home's fuse box, therefore it is fixed to the property. If you do move you can always install an Emberpulse® system in your new home.

3. Why does Emberpulse® need to be connected to my Wi-Fi modem?

The Embermeter® and Emberpulse® need to communicate with each other. Emberpulse® also needs to upload data so it is viewable on your PC and mobile App.

4. How much data does Emberpulse® use when it's connected to my modem?

Embermeter® will use approximately 500MBs of data per month as it transfers your energy usage and/or storage data to Embertec® for display on your mobile App.

5. Can anyone else see my energy data?

As your account is discrete to you, requiring your personal sign on, you are the only person who can see your energy usage via your App. You are the owner of your data but allow Embertec® and RAA the right to manage your data for the purpose of energy monitoring, recommendations and support. Embertec® stores all data within Australia and cannot on sell your data to other entities or countries. All data including user profiles is encrypted to a high level of security utilising 128 bit encryption similar to that used within the finance industry.

6. What is the \$500 saving guarantee?

Embertec®, the company behind Emberpulse® guarantees to identify at least \$500 in energy savings within three years of installation. This is calculated by using your original electricity plan as a base reference for the savings. If Emberpulse® does not identify \$500 in savings, you can return Emberpulse® and receive a refund for the difference between \$500 and the savings identified.

7. Why does Emberpulse® change colour?

The changing colour provides real time visual feedback on your energy consumption and/or solar production. A green Emberpulse® indicates that it's now cheapest to use power. A red Emberpulse® indicates power is currently expensive.

8. What is the Emberiq® plug?

The Emberiq® smartplug has two benefits.

- a. It can be used to boost the signal strength between Emberpulse® and the Embermeter® in your electrical fuse box.*
- b. You can plug appliances directly into the Emberiq® smartplug to remotely monitor and turn the appliance on/off via the Emberpulse® App.*

9. My Emberpulse® App is not working?

Ensure your device is connected to your Wi-Fi. Ensure you have the latest operating software and App on your device. Refresh you App and/or turn your phone off then on. If the App is still not working please contact Embertec® on:

Phone: 1300 033 367

Email: support@emberpulse.com

Web: www.emberpulse.com