



EnergyHub™



HOME BASE

USER GUIDE

Important! Read all the installation instructions and the safety information in Chapter 4 of this guide before you set up your EnergyHub system.

Answers to many frequently-asked questions can be found in Chapter 3 of this guide, or online at www.energyhub.com/support.

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CHAPTER 1 A Few Introductions

1.1 ENERGYHUB AND YOU

We all want to save energy in our homes, especially the energy we pay for every month. But there are two things we lack: information about how much energy we use, and a system that presents this information in a way we can immediately understand and act on.

That's where your Home Base comes in. It offers you unprecedented control over your home's energy usage (and bills). It's quick and easy to set up, and its intuitive touchscreen interface makes managing your appliance and thermostat settings simpler than ever.

The Home Base is your first step into the world of EnergyHub. The EnergyHub account you're about to set up on your Home Base will be accessible anywhere—soon you'll control your home energy usage via the web, smart phones, and other devices.

1.2 THE HOME BASE ADVANTAGE

Using the Home Base, you can set up your EnergyHub account, view information about your appliances' power usage, and configure schedules and settings for your appliances and EnergyHub-compatible thermostat. If you have a ZigBee-enabled smart meter or ERT meter, you may be able to receive whole-home energy readings from your utility company.

Your Home Base lets you control appliances and thermostats located anywhere in your home from one central location.

Important! Using the full range of EnergyHub's features requires access to a wireless Internet connection in your home. Internet subscription fees may apply.

Your Home Base comes with a power adapter.

NOTE! If your Home Base is unresponsive, you can easily reboot it by pressing the reset button on its underside.

1.3 MEETING THE FAMILY

The EnergyHub Home Base thrives on connectivity. Depending on where you get your Home Base, where you live, and what your needs are, you may have a different configuration. Visit www.energyhub.com to learn more about our family of products, and our partners' products as well.

EnergyHub Sockets and Strips Control, measure, and monitor household appliances using the Home Base with EnergyHub Sockets and Strips. EnergyHub Sockets and Strips are the only “smart” sockets and power strips your Home Base can communicate with and control.



EnergyHub-compatible Thermostats

Program your EnergyHub-compatible thermostat from your Home Base to save even more.

EnergyHub Heavy Duty Controller Control heavy-duty appliances such as pool pumps, water heaters, and clothes dryers from your Home Base with the EnergyHub Heavy Duty Controller. The EnergyHub Heavy Duty Controller requires installation by a qualified electrician or utility provider. Visit www.energyhub.com for more information.

ZigBee-enabled smart meter or ERT meter Some utility companies offer ZigBee-enabled smart meter or ERT meter service. Connecting your home's EnergyHub system to a smart meter or ERT meter may enable your utility company to provide your Home Base with whole-home energy readings, messages, alerts, and real-time pricing information. Contact your utility company directly to find out if it offers smart meter or ERT meter capability, or check online at www.energyhub.com/smartmeter for additional information.

1.4 GETTING STARTED

At the end of this fast and easy process you will be able to control your thermostat and appliances from your Home Base, or anywhere you have access to the Internet. Let the savings begin!

Find a central and convenient place for your Home Base, such as on a kitchen counter or coffee table, or near the door you usually leave home from.

Important! Your Home Base must remain plugged in at all times in order to effectively monitor and control your energy usage.

Connect the power adapter to the jack located on the bottom of the Home Base, and then plug the power adapter into a standard electrical outlet.

Your Home Base will turn on automatically after a few moments. Since this is the first time you've powered up your Home Base, it will ask you to review the EnergyHub License Agreement. To scroll to the end of the agreement, use your finger to drag the bar on the right side of the screen.

Done? OK. What you see now is the landing screen. The landing screen gathers the information you need most to make wise energy decisions, and presents it to you in a clear and easy-to-understand way. Once your Home Base is up and running, you're going to love checking this screen to find out how much money and energy you're saving. But first we have a little—just a little!—more work to do.

1.5 CONNECTING TO THE INTERNET

Your Home Base wants to communicate with the Internet over your home's wireless Internet connection, so it can offer you access to information about your home energy usage from anywhere via your web browser, smart phone, or other devices.

To connect your Home Base to your home's wireless Internet connection, tap "Menu" at the upper left corner of the landing screen. The EnergyHub Menu will appear.





Tap the Wi-Fi icon. Select your home network from the list provided. If prompted, enter your network password.

Tap “Connect.” When you see the status message “Connected” under the name of your network — congratulations!—your Home Base is connected to the Internet.

TIP! Tapping any text field will bring up a touch keyboard.

1.6 CREATING YOUR ENERGYHUB ACCOUNT

EnergyHub brings all your energy information together into an online account that lets you view and manage your energy usage—and control your appliances and thermostats—from anywhere you have access to the Internet.



To set up your account

From the Menu, tap the My Account icon. Your Home Base will guide you through the setup process.

You will receive an email at the address you provided that contains the remaining steps required to set up your online account. Be sure to complete those steps as soon as possible in order to activate all the features the EnergyHub system offers.

1.7 CONNECTING APPLIANCES TO YOUR HOME BASE

Important! Connecting appliances to your Home Base requires EnergyHub Sockets and Strips, available separately.

In order to control an appliance from your Home Base, the appliance must be plugged into an EnergyHub Socket or Strip.

Important! Consult the safety information in your EnergyHub Socket or Strip User Guide before proceeding.



EnergyHub Socket



EnergyHub Strip

To set up EnergyHub Sockets and Strips:

Find the three-character code on the back of your EnergyHub Socket or Strip, and write it down on the diagram included in your EnergyHub Socket or Strip User Guide. Plug the Socket or Strip into the outlet you have chosen, and then plug your appliance into the EnergyHub Socket or Strip.





Return to the Home Base touchscreen. From the Menu, tap the Hardware icon. Your Home Base will guide you through the installation of your EnergyHub Socket or Strip, followed by the addition of appliances to your EnergyHub system.

TIP! When in doubt, return to the Menu. It's the starting point for accessing all of your Home Base's features.

1.8 CREATING YOUR MODES

Wait a minute... what's a mode? During the setup process, your Home Base will ask you to adjust your appliances' mode settings. For now, set them for whether you'd like your appliances turned on or off while you're home ("At Home" mode), away from home ("Away" mode), or asleep ("Goodnight" mode).

At Home Mode



Away Mode



Goodnight Mode



Read on for a simple explanation of your Home Base's mode and schedule capabilities. Usually, before you leave for work in the morning or go to sleep at night, you check to make sure you've turned off things like the TV or stereo—but you would never turn off your fridge. Your Home Base's modes function takes care of all of these tasks for you, at the touch of a button.

To set up modes:

- From the Menu, tap the Modes icon.
- When the Edit Modes screen appears, tap the mode you wish to configure. Your Home Base will guide you through the process.
- Press the Away, At Home, or Goodnight button located above the touchscreen to activate your preferred mode.

Easy, right? Well, a little effort just went a long way. Next time you leave for the day or go to sleep at night, just press the Away or Goodnight button, and voilà!—your energy-saving settings kick in automatically.

At Home mode: A home base for your Home Base

Your Home Base will never automatically put your home into Away or Goodnight mode because that could turn off appliances while you're using them. It's always up to you to press the Away or Goodnight buttons when you leave the house or before you go to sleep.



You can, however, tell your Home Base to switch automatically to At Home mode, according to a schedule you determine.

1.9 CREATING YOUR SCHEDULE

Read this section carefully! Your Home Base's scheduling capability is one of your most effective tools for energy savings.

You can set your Home Base to automatically switch to At Home mode from Away or Goodnight mode at scheduled times.



To create your schedule:

From the Menu, tap the Schedule icon.

TIP! To adjust a time setting, tap the time field.

For each day of the week, enter the times when you wake up and return home. These are the times when your Home Base will automatically switch to At Home mode from whichever mode you had previously set. Tap “Skip” for mornings or nights when you don’t want your Home Base to switch automatically to At Home mode.

TIP! If your schedule is the same for multiple days of the week — if, for example, you have the same schedule Monday through Friday — you can tap “Edit Multiple Days,” which will allow you to select the days you want to modify together.

Good work! Now, your Home Base will switch automatically to At Home mode according to the schedule you just set—which you can change at any time according to your needs.

NOTE! Unlike your appliances, your thermostat can be set up to switch automatically into Away or Goodnight mode.

1.10 CREATING YOUR VACATION SCHEDULE

You can set your Home Base to remain in Away mode for an extended period of time, overriding your standard schedule preferences until you return. This is your vacation schedule.



To set up your vacation schedule

From the Menu, tap the Vacation icon.

Your Home Base will guide you through the process of selecting a vacation schedule.

NOTE! You can only have one vacation schedule active at a time. One vacation schedule applies both to your connected appliances and thermostat.

1.11 SETTING UP YOUR ENERGYHUB-COMPATIBLE THERMOSTAT

Important! Connecting a thermostat to your Home Base requires an EnergyHub-compatible thermostat, available separately.

To set up your EnergyHub-compatible thermostat:

Depending on your thermostat, you may need to write down the setup code found on the thermostat.

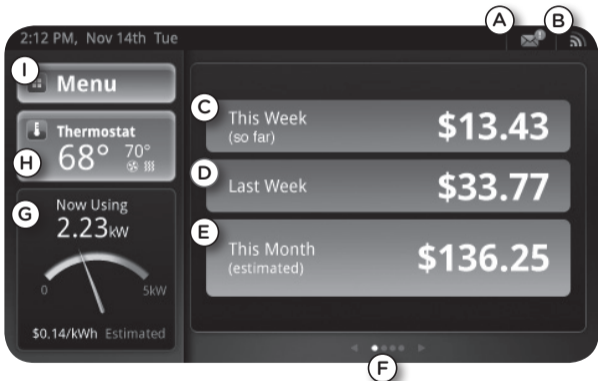


Return to the Home Base touchscreen. From the Menu, tap the Thermostat icon. Your Home Base will guide you through the setup process.

Important! During the setup process, your Home Base will ask you to select a schedule for your thermostat. Remember: your thermostat and appliances always share a schedule. Unlike your appliances, however, your thermostat can be scheduled to switch automatically into Away or Goodnight mode.

CHAPTER 2 Settling In

2.1 VIEWING INFORMATION ABOUT YOUR ENERGY USAGE



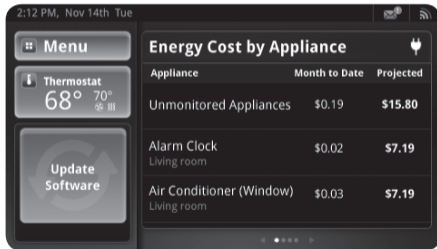
What's on your landing screen:
Instant access to the information you want most.

- A. MESSAGE INDICATOR** - Shows new messages from EnergyHub or your utility company.
- B. WI-FI INDICATOR** - Tells you whether your Home Base is connected to a wireless (Wi-Fi) Internet router.
- C. THIS WEEK (SO FAR)** - Your estimated energy cost for this week, based on smart meter whole-home data if available, or EnergyHub-connected appliances if not.
- D. LAST WEEK** - Your estimated energy cost for last week, as measured over your Monday to Sunday Schedule.
- E. THIS MONTH** - Your estimated energy cost so far this month.
- F. NAVIGATION** - Swipe your finger to move from screen to screen: the dots will tell you how many pages there are to see.
- G. SPEEDOMETER** - Just like your car's. It tells you how much electricity you're using right now.
- H. THERMOSTAT** - Shows current and target temperatures for your EnergyHub-compatible thermostat. If your Home Base is connected to multiple thermostats, it shows information for the one you have set as primary.
- I. MENU** - Access your Home Base's wide range of features.

What's on your appliance summary



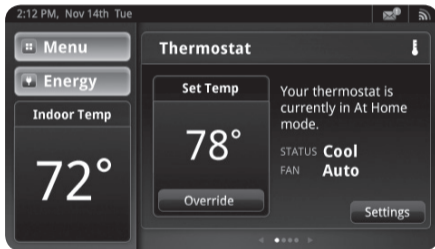
Tap the Appliances icon for a breakdown of energy usage information by appliance.



What's on your thermostat summary



Tap the Thermostat icon to view information about your thermostat. If you have multiple thermostats installed, just swipe left or right to see each one in turn.



2.2 CHECKING MESSAGES

The Messages indicator on the upper right side your Home Base's landing screen notifies you whenever you have a new message. Messages allow your utility company or EnergyHub to send you important alerts and money-saving information and advice based on energy usage in your home and community.



To check your messages:

From the Menu, tap the Messages icon.

Home Base will take you to the messages screen.

To read a message, just tap it.

2.3 CREATING PEAK RESPONSE SETTINGS

Your Home Base can automatically adjust your appliances' energy use in order to help your community cope with periods of high energy demand. Your peak response settings can also help you save money, since energy prices typically increase during these periods.



To adjust your peak response settings:

From the Menu, tap the Peak Response icon.

Your Home Base will guide you through the peak response setup process.

2.4 CONNECTING YOUR ZIGBEE-ENABLED SMART METER OR ERT METER

Important! Visit www.energyhub.com/smartmeter or contact your utility company directly to find out if your community has Zigbee-enabled smart meter or ERT meter capability. A ZigBee-enabled smart meter or ERT meter may require installation by qualified utility company personnel.

If you have a ZigBee-enabled smart meter or ERT meter, your local utility company may send your Home Base whole-home energy readings, messages, alerts, and pricing information.

To set up your Zigbee-enabled smart meter or ERT meter:



From the Menu, tap the Smart Meter icon.

Your Home Base will guide you through the smart meter setup process.

2.5 UPDATING YOUR HOME BASE'S SOFTWARE

EnergyHub regularly transmits software updates to your Home Base over its wireless Internet connection. While most updates occur automatically, you may occasionally be prompted to initiate the update process.

Important! Your Home Base depends on regular updates in order to deliver maximum energy savings! Always be sure to install new software when prompted.

2.6 SHUTTING DOWN YOUR HOME BASE

You should only shut down your Home Base in order to move it to a new location. Shutting down your Home Base interrupts its data collection and temporarily disengages your appliances and thermostats from the modes and schedules you have created for them.



To shut down your Home Base:

From the Menu, tap the Shut Down icon.

Your Home Base will guide you through the shut-down process.

Important! Do not unplug your Home Base before completing the shut-down process. Once the shut-down process is complete, move it to its new location, and plug it in again.

2.7 RESETTING YOUR HOME BASE TO ITS FACTORY DEFAULTS

Important! Resetting your Home Base erases all of your EnergyHub system settings. You will need to re-enter them after the reset process.



To reset your Home Base:

From the Menu, tap the My Account icon.

Your Home Base will guide you through the reset process.

CHAPTER 3 Ask Away!

3.1 THE BASICS Read on for troubleshooting tips and quick answers to questions you may have about the EnergyHub system. You can also find troubleshooting information at www.energyhub.com/support.

Many problems can be traced to a few common sources. Before seeking support from EnergyHub, check to make sure the basics of your system are in order:

- Is your Home Base plugged into an electrical outlet?
- Is your Home Base connected to your home's wireless Internet connection? If so, check your Internet router to make sure it's working properly.
- Did you correctly enter the three-character code from the back of your EnergyHub Socket or Strip when setting up your hardware?
- Are your connected appliances securely plugged into an EnergyHub Socket or Strip?

WARNING! Do not attempt to open your Home Base. If your Home Base needs service, visit www.energyhub.com/support for help. Your Home Base has no user-serviceable parts.

3.2 PROBLEMS YOU MAY ENCOUNTER

Your Home Base doesn't respond when you try to operate the touchscreen.

- Press the reset button on the bottom of the Home Base.
- If the problem persists, unplug your Home Base. After a few minutes, plug it in again.

Your Home Base won't start up.

- Make sure the Home Base's power adapter is plugged securely into an outlet.
- If the plug is secure, unplug it and wait a few minutes before plugging it in and trying again.

Your Home Base shows "Wi-Fi Off" as the "Current Wi-Fi Connection."

- From the Wi-Fi Settings screen, tap "Enable Wi-Fi" to turn Wi-Fi on.

You don't see the name of your wireless network.

- Wait a few seconds for the Home Base to refresh the list of networks. If you still don't see your network, it may be out of range or not working properly. Try moving the Home Base closer to your wireless router. Check that your wireless router is working by trying to connect it to another device, such as a laptop or smart phone.

You can't connect to your wireless network.

- Make sure you've selected the correct network and have typed in the network password correctly (if one is required). To see the password as you type it, select the "Show password" check box located under the password field.

You're not sure if you're connected to your wireless network.

- From the Menu, tap the About icon. On the About screen, tap Wi-Fi. You should see the following information:
 - IP address/Wi-Fi MAC address
 - External IP address
 - EnergyHub.com reachable: OK
 - EDX Status: OK

Your Home Base loses its wireless network connection.

- Confirm that your wireless router is working properly.
- If your wireless router is connected to your EnergyHub system, make sure your Home Base isn't set to a mode in which your router is configured to be switched off.

You're still having problems with your wireless network.

- From the Menu, tap the Wi-Fi icon. From the Wi-Fi settings screen, tap “Disable Wi-Fi”. Wait a few seconds, then re-enable Wi-Fi by tapping Enable “Wi-Fi.” Resume the wireless connection process.

Your appliance won't connect to your Home Base.

- Make sure your appliance is plugged in securely to an EnergyHub Socket or Strip.
- Check to see if your EnergyHub Socket or Strip is plugged securely into a wall outlet.
- If the problem persists, confirm that you have entered the correct three-character code from the back of your EnergyHub Socket or Strip into your Home Base during Hardware setup.
- Confirm that your appliance's power requirements fall within the range supported by your EnergyHub Sockets and Strips. You can do this by checking the appliance's user guide, or inspecting the

appliance for a plate describing its technical specifications. EnergyHub Sockets support appliances to a maximum of 15 amps. This typically includes larger appliances such as refrigerators and window air conditioners. Each outlet on an EnergyHub Strip supports one appliance to a maximum of 5 amps, making Strips ideal for smaller appliances, such as lamps and televisions. An EnergyHub Strip supports a maximum total load of 15 amps.

WARNING: If your appliance exceeds the amperage supported by an EnergyHub Socket or Strip, do not connect it to your EnergyHub system. This poses an electrical hazard and could result in injury.

You're having trouble configuring your Home Base's mode and schedule settings.

- While editing your schedule, always tap “Done” before returning to the Menu. Your Home Base saves changes to your Schedule only after you have tapped “Done.”
- Remember: your Home Base will never automatically switch your appliances into Away or Goodnight mode. You must press the Away or Goodnight button to engage Away or Goodnight mode. But your thermostat—while it does operate according to the same schedule as your appliances—can be set up to switch automatically to Away or Goodnight mode.

3.3 FREQUENTLY ASKED QUESTIONS

Q. I want to change my EnergyHub account information, but I can't do it on my Home Base. What should I do?

A. You can change your EnergyHub account information from your online MyHub account at myhub.energyhub.net

Q. I've forgotten my MyHub password. How do I reset it?

A. Go to myhub.energyhub.net and follow the instructions for resetting your password.

Q. Why is there a discrepancy between the energy cost information presented by my EnergyHub account and the amount I am billed for by my utility company?

A. EnergyHub provides only an estimate of your energy cost and consumption over any given length of time. In addition, EnergyHub provides estimates based on the calendar month—your utility company may charge on a different cycle.

Q. Do EnergyHub Sockets and Strips provide surge protection for my appliances?

A. EnergyHub Sockets and Strips do not provide surge protection for your appliances. You can arrange for surge protection by plugging a surge-protecting power strip into an EnergyHub Socket. Your Home Base would then provide a combined energy reading for all appliances plugged into the surge-protecting power strip. (Do not, however, plug an EnergyHub Strip into another power strip of any kind. This poses an electrical hazard and could result in fire or injury.)

Q. I'm planning to move. Will my Home Base still work in my new home?

A. Yes. Once you set up your Home Base at your new location, your Home Base will continue to store information about energy used by your connected appliances and thermostats. If, however, your Home Base is connected to ZigBee-enabled smart meter or ERT meter, whole-home energy readings provided by those services may end or be interrupted, depending on whether the utility company for your new residence offers smart meter service. Contact your local utility company to find out whether smart meters are available in your community.

Q. Can I connect my 20-amp hydro-air-conditioner to my EnergyHub system?

A. At present, EnergyHub Sockets can support appliances to a maximum of 15 amps. Check the EnergyHub website for regular product updates.

Q. I set my EnergyHub-compatible thermostat to one temperature, but after a few seconds it automatically changed to a different temperature. Is there something wrong with my EnergyHub system?

A. No. Some EnergyHub systems are designed so that the thermostat settings you configure from your Home Base take precedence over settings you configure on the thermostat itself. If your thermostat's user guide indicates you must make all changes from the Home Base, then do so. If your EnergyHub compatible thermostat is readjusting itself based on signals it receives from your Home Base, the solution is to adjust your thermostat settings on your Home Base rather than on the thermostat. If your Home Base is switched off or disabled, the settings you enter directly onto your EnergyHub thermostat will persist until you turn your Home Base on again.

CHAPTER 4 Safe and Sound

4.1 IMPORTANT SAFETY INFORMATION

When operating your Home Base, follow these rules for safety. Failure to observe these rules can result in fire, electric shock, or other injury.

- Keep your Home Base and power adapter away from liquids.
- Only use the power adapter that came with your Home Base.
- Disconnect the power adapter if you want to clean your Home Base, or if the power cord or plug becomes frayed or otherwise damaged.
- Make sure the power adapter's plug is pushed snugly into a wall outlet, and that the adapter is attached securely to the DC connection on the Home Base.

4.2 TECHNICAL SPECIFICATIONS

- Display: 4.3" LCD color capacitive touchscreen with a 480 x 272 pixel resolution
- Power source: Included 120V AC to 5V DC adapter
- Buttons and indicators: Plastic LED-backlit buttons to toggle among "At Home," "Away," and "Goodnight" occupancy modes
- Memory capacity: Stores and displays one year of data

- Communications Protocols:
 - Model: DB2-ZZP
 - ZigBee® Smart Energy, ZigBee Home Automation, and Wi-Fi® (802.11 b/g/n)
 - Model: DB2-EZP
 - Itron ChoiceConnect™ ERT®, ZigBee Home Automation, and Wi-Fi (802.11 b/g/n)
- Dimensions: 5.8" L x 2.2" H x 3.3" D

4.3 COMPLIANCE STATEMENT

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. See instructions if interference to radio or television reception is suspected.

Radio and Television Interference

This equipment has been tested and found to comply with the limits for a Class B digital device in accordance with the specifications in Part 15 of FCC rules. These specifications are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation.

You can determine whether your equipment is causing interference by turning it off. If the interference stops, it was probably caused by the equipment.

If your equipment does cause interference to radio or television reception, try to correct the interference by using one or more of the following measures:

- Change the position of the television or radio antenna until the interference stops.
- Move the equipment to one side or the other of the television or radio.
- Move the equipment farther away from the television or radio.
- Plug the equipment into an outlet that is on a different circuit from the television or radio.

If necessary, consult an experienced radio or television technician for help.

Important! Unauthorized changes or modifications to this product could negate your authority to operate the device.

4.4 WIRELESS RADIO USE

This device is restricted to indoor use when operating in the 2.401GHz to 2.483GHz frequency band.

4.5 INDUSTRY CANADA STATEMENT

Complies with the Canadian ICEZ-003 Class B specifications.

4.5 ENERGYHUB ONE (1) YEAR LIMITED WARRANTY

EnergyHub Inc. ("EnergyHub") warrants this hardware product against defects in materials and workmanship under normal use for a period of ONE (1) YEAR from the date of retail purchase by the original end-user purchaser ("Date of Product Purchase"). EnergyHub warrants that the software that accompanies this hardware product shall perform in accordance with the accompanying documentation for a period of NINETY (90) DAYS from the Date of Product Purchase.

If a defect arises in the hardware and/or software product ("Product") within the applicable warranty period, at its option and to the extent permitted by law, EnergyHub will either (1) repair the Product defect at no charge, using new or refurbished replacement parts, (2) exchange the Product with one that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original Product, or (3) refund the purchase price of the Product. A replacement Product assumes the remaining warranty of the original Product. When a Product is exchanged, any replacement item becomes your property and the replaced item becomes EnergyHub's property. When a refund is given, the Product for which the refund is provided must be returned to EnergyHub and becomes EnergyHub's property.

EnergyHub products and services provide you with information about your energy usage and a system that gives you the ability to adjust your energy usage. Although EnergyHub products and services give you increased control over your energy usage, EnergyHub does not represent or warrant that you will be able to achieve any particular level of reduction in your energy usage or cost.

EnergyHub does not warrant that the operation of the Product will be uninterrupted or error free. EnergyHub is not responsible for damage arising from failure to follow instructions relating to its use. Except for the express limited warranty set forth above, EnergyHub and its licensors and suppliers provide the system "as is" and with

all faults and hereby disclaim all other warranties and conditions, either express, implied or statutory, including but not limited to any implied warranties or conditions of merchantability or fitness for a particular purpose. There is no warranty of quiet enjoyment or noninfringement for the Product or any component thereof. You are responsible for all risks arising from the use or performance of the Product.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. ENERGYHUB'S RESPONSIBILITY FOR HARDWARE AND SOFTWARE DEFECTS IS LIMITED TO REPAIR OR REPLACEMENT SERVICE AS DETERMINED BY ENERGYHUB IN ITS SOLE DISCRETION. ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE TERM OF THIS LIMITED WARRANTY PERIOD. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU. No EnergyHub reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE EXTENT PERMITTED BY LAW, ENERGYHUB IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO OR CORRUPTION OF DATA; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY, ANY COSTS OF RECOVERING, PROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED OR USED WITH ENERGYHUB PRODUCTS AND ANY FAILURE TO MAINTAIN THE CONFIDENTIAL-

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ENERGYHUB PRODUCTS ARE NOT FAULT-TOLERANT AND ARE NOT DESIGNED, MANUFACTURED, OR INTENDED FOR USE OR RESALE AS ONLINE CONTROL FOR EQUIPMENT IN HAZARDOUS OPERATIONS REQUIRING FAIL-SAFE PERFORMANCE (SUCH AS NUCLEAR FACILITIES, AIRCRAFT NAVIGATION OR COMMUNICATION SYSTEMS, AIR TRAFFIC CONTROL, DIRECT LIFE SUPPORT MACHINES, OR WEAPONS SYSTEMS) IN WHICH PRODUCT FAILURE COULD LEAD DIRECTLY TO DEATH, PERSONAL INJURY, OR SEVERE PHYSICAL OR ENVIRONMENTAL DAMAGE ("HIGH RISK ACTIVITIES"). ENERGYHUB SPECIFICALLY DISCLAIMS ANY EXPRESS OR IMPLIED WARRANTY OF FITNESS FOR HIGH RISK ACTIVITIES.

You are responsible for paying all shipping, freight, and insurance charges incurred in returning a Product to EnergyHub. If you return a Product that EnergyHub determines to be defective and covered by the applicable warranty and EnergyHub opts to repair or replace the Product, EnergyHub will pay to ship the repaired or replacement Product to you via standard delivery to any address within the United States. If you return a Product that EnergyHub determines not be defective or covered by the warranty, you will be responsible for

(1) prepaying all shipping, freight, and insurance charges incurred by EnergyHub in returning the Product to you, and (2) reimbursing EnergyHub for the inspection, testing, and repair of the returned Product. EnergyHub reserves the right to charge additional fees for repairs or replacements performed outside of the applicable warranty period.

Refer to the licensing agreement accompanying the software for details of your rights with respect to its use.

Obtaining Warranty Service

Please review the online help resources referred to in the documentation accompanying this Product before requesting warranty service. If the Product is still not functioning properly after making use of these resources, access the online website www.energyhub.com/support for instructions on how to obtain warranty service.

Service options and response times may vary. Service options are subject to change at any time. In accordance with applicable law, EnergyHub may require that you furnish proof of purchase details and/or comply with registration requirements before receiving warranty service.

Note: Data recovery is not included in the warranty service and EnergyHub is not responsible for data that may be lost or damaged during transit or a repair. The contents of your Product may be deleted and the storage media may be reformatted in the course of warranty service.

REGARDLESS OF ANY STATUTE OR LAW TO THE CONTRARY, ANY CLAIM UNDER THIS WARRANTY OR CAUSE OF ACTION ARISING OUT OF OR RELATED TO THE PRODUCTS OR THE SERVICES PROVIDED BY ENERGYHUB MUST BE FILED WITHIN ONE (1) YEAR AFTER SUCH CLAIM OR CAUSE OF ACTION AROSE OR BE FOREVER BARRED.

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