

Intelligent Renewable Energy Appliance

CONNECTSERIES

Model C36 Owner's Guide



Owner's Guide

GridPoint Connect C36™ Model C36-10-G2

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Welcome to Clean, Reliable Power with GridPoint Connect

Congratulations on your purchase of the GridPoint Connect C36. You have made an investment in clean, reliable backup power for your home that integrates and converts renewable energy into electricity that can be used immediately or stored for future use. By partnering with GridPoint, you are helping to create a cleaner and brighter future for the environment.

To achieve the best performance of your appliance, this Owner's Guide will help you:

- Understand your unit and maximize its use
- Maintain optimal performance of your appliance
- Identify GridPoint services available.

Note

Your GridPoint appliance is designed to be easy to use and operate. Nevertheless, you should **read the important safety messages in this guide.**

Important Safety Information—Please Read!

The GridPoint Connect C36 is designed and tested to comply with Underwriters Laboratories standards for safety. However, as with any electrical appliance, serious injury or death can result if it is used improperly. You will notice a few cautions in certain sections of your Owner's Guide. Please make sure to read these cautions in their entirety.

WARNING SYMBOLS

The following symbols are used throughout this document to indicate important information:



DANGER: Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.



WARNING: Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.



CAUTION: Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury. It may also be used to alert against unsafe practices.



This symbol is used in conjunction with a procedure or practice to highlight additional information significant to the topic.

Introducing GridPoint Connect

GridPoint Connect is an intelligent energy management appliance. By integrating utility power with renewable energy sources (e.g., solar, wind) and battery backup power, GridPoint Connect provides a complete energy management system in a single, space-saving appliance. To ensure that your appliance is providing you with optimum services and superior performance, the GridPoint operations center monitors your product around the clock.

YOUR RENEWABLE ENERGY SYSTEM

Your renewable energy system consists of several key components. This section of your Owner's Guide identifies the parts of your system that are most important for using your appliance.

GridPoint Connect is a core component of your renewable energy system. Your installer is responsible for installing the product and connecting it to your home or business.

Renewable Energy Components

Listed below are the key elements that are used with your GridPoint appliance:

- **Renewable Energy Source:** GridPoint Connect currently supports up to two independent photo voltaic (PV) arrays. Additionally, you may connect a GridPoint approved device like a wind turbine or generator.
- **Utility Grid Integration:** GridPoint Connect is grid-tied, meaning it works in tandem with utility power. Typically, the installer will have you contact your utility company before installation to begin net metering service. Through this service, you receive a credit on your monthly electricity bill for any excess power you generate. Please check with your local utility company first. Not all utility companies allow net metering.

Note

Some utility companies require an accessible disconnect switch for renewal energy systems. If the switch is required, it will be located near the meter and will be installed as part of your renewable energy system.

- Secure Load Panel:** The Secure Load Panel is an additional circuit panel that isolates key circuits and appliances you have chosen to place under the protection of the product. These may include security systems, refrigerators, freezers, sump pumps, fans, lights, and electronics.

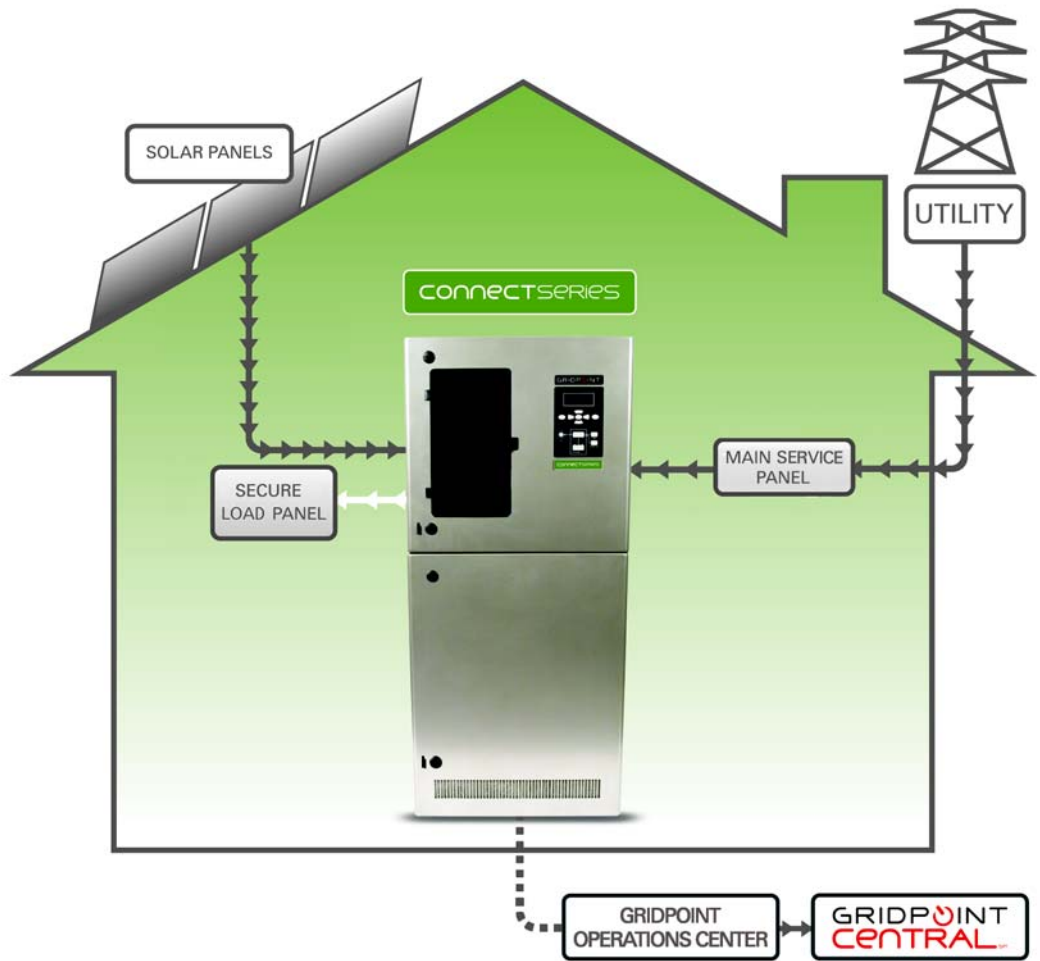


Figure 1. The Renewable Energy System

GETTING TO KNOW YOUR GRIDPOINT CONNECT

GridPoint Connect acts as an intelligent hub, integrating all the components of your energy system—renewable energy, utility grid power, secure load, power electronic, and high-capacity batteries.

The Connect provides instant, automatic, and reliable battery backup power. With the addition of computers, entertainment centers, wireless phones, and countless other electrical

devices, today's lifestyle has become more dependent on electricity. Loss of power is not only disruptive, it can be very costly. In just a few hours, the contents of refrigerators and freezers can spoil, basements can be flooded due to stalled sump pumps, and expensive electronics can be damaged by a power surge when utility power is restored.

To protect you during a power outage, your appliance provides backup power to circuits on the secure load panel. This switchover to backup power is so fast that you will most likely not notice a loss of electricity. For example, if you are working on a computer at the time of the outage, you will not notice a power interruption. Similarly, clocks placed on secure load circuits will not need to be reset.

Your appliance switches power sources as needed and gathers performance information that can help you to reduce your energy usage.

Your GridPoint appliance requires little attention and maintenance to run reliably and efficiently. If you would like to learn more about your GridPoint appliance, please continue reading.

GridPoint Connect Cabinet

GridPoint Connect's electronics are housed in a steel cabinet with upper and lower access doors for technician access.

- **Upper Door:** The upper door provides access to the power electronics
- **Lower Door:** The lower door provides access to the batteries



WARNING: Risk of Electric Shock – Areas enclosed by the large upper metallic door and left side wiring compartment contain hazardous voltages and must be accessed by qualified personnel only. These areas do not contain user serviceable parts.



WARNING: Risk of Electric Shock – Installation and maintenance, including battery replacement, must be performed by qualified personnel only.



Both the upper door and lower door have a tamper-proof lock. **If the upper seal is broken by someone other than a certified GridPoint technician, the warranty will be voided.**

Display Panel

The Display Panel is located on the upper door. It allows you to:

- View operational status of the appliance and alerts
- Browse performance data (a more detailed explanation will be provided in the Monitoring Power Production and Use section of this Owner’s Guide)

Circuit Breaker Panel

The Circuit Breaker Panel is located on the front of the upper cabinet, accessible through the glass door. It controls electrical power moving through the appliance.



Figure 2. GridPoint Connect Cabinet

Understanding Energy Production and Use

Many customers enjoy tracking the performance of their appliance as well as their energy use and production. The monitoring options provide you with visibility into the production and consumption of energy within your home or business. You can gather this information directly from the unit by viewing data on the display panel or by logging into GridPoint CentralSM. GridPoint Central has enhanced features for viewing this information and provides you with additional tools. This section highlights how to view this data on the display. Viewing this information on GridPoint Central is explained in the GridPoint Central section of this Owner's Guide.

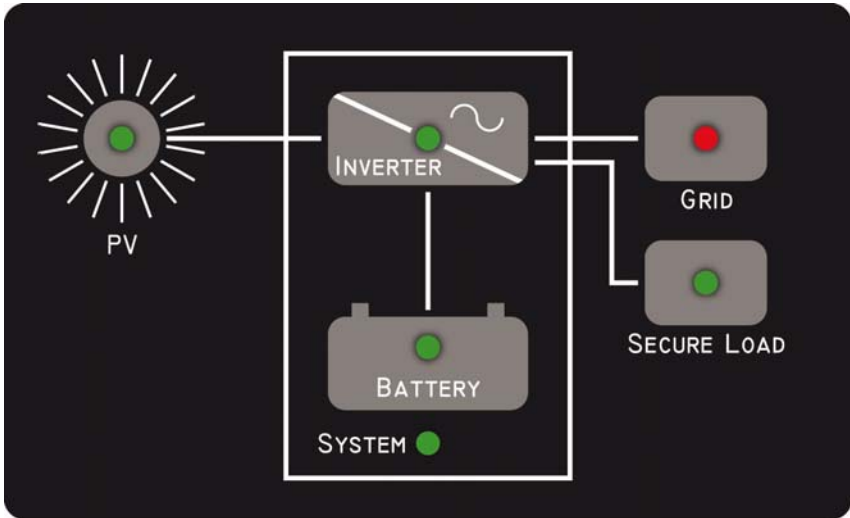
DISPLAY PANEL

The Display Panel provides you with operational status, real-time and historical performance data, and alerts.

Checking Operational Status

You can check operational status and appliance readiness from the display panel. It provides an at-a-glance overview of the status of a GridPoint Connect component. The components monitored include:

- **PV:** Your solar panel array input to GridPoint Connect
- **Inverter:** Converts renewable energy into usable household power
- **Battery:** Stores excess and backup power
- **Grid:** Utility power coming into your house
- **Secure Load:** An exterior circuit panel that isolates circuits or appliances you have chosen to place under the protection of the GridPoint Connect



The Status Panel provides a quick overview of current status. In this example, the red light indicates that the utility grid is down and power is being supplied from PV array.

Figure 3. Status Panel

Lights on the display indicate current status. Listed below are the colors displayed and their meaning:

- **Green ● lights:** indicate that an individual component is functioning correctly
- **Red ● lights:** indicate that a component is not functioning correctly or an abnormal condition exists

Note

The Battery indicator may be red if the battery voltage is low. The Grid indicator is red when the utility grid is down. These occurrences do not indicate a malfunction.

- **No ○ lights:** indicate that a component is not operating and does not indicate a malfunction

Determining How Power is Being Supplied

The following table contains scenarios that depict how power is being supplied. These scenarios are based on a combination of red lights, green lights, or no lights on the Status Panel.

If the Color of...	Because...	Then...
PV indicator is off and the Grid indicator is green	sunlight is either minimal or nonexistent because of clouds or darkness	power is supplied by the utility grid.
Grid indicator is red and PV indicator is green	the utility grid is down during the day and it is sunny	power is supplied by PV and the batteries.
Grid indicator is red and PV off	the utility grid is down at night or cloudy conditions exist	power is supplied by the batteries.

Reviewing Performance Data and Alerts

GridPoint Connect provides you with several screens that can be used to review basic appliance statistics including the total production of energy. A brief overview of each screen is described below:

Screen	Data
Load	Provides an at-a-glance status of the battery, main panel (grid), solar, and secure load in real-time
Battery Statistics	Provides information on the status and charge of the batteries
Temperature	Depicts battery and cabinet temperature range
Recent Alerts	Displays the date and time of alerts generated by the appliance
Energy Surplus	Displays the the net power that has been produced or consumed
Synchronization	Identifies the method used to contact GridPoint and how long it has been since the last connection
Advanced Menu	Provides access to additional functions

NAVIGATION

Use these buttons to navigate through screens and select items to view in greater detail.

Button	Function
Menu	Cycles through all menu options; Load, Battery, Energy Surplus, Temperature, Recent Alerts, Sync, and Advanced Menu
Right Arrow	Proceeds to the next screen or option
Left Arrow	Goes back to the previous screen or option
Enter	Provides access to detailed information about a statistic, alert or function
Escape	When viewing detailed information, takes you up a level to the previous screen
Up and Down Arrow	Scroll up or down within a screen

- **Battery:** Indicates whether the appliance is running off battery power

If the Arrow...	Then...
Is pointing to the appliance	Batteries are supplying power
Is pointing away from the appliance	Batteries are being charged
Is flat	Batteries are not being used

- **Main:** Indicates whether the utility grid is supplying power

If the Main Arrow...	Then...
Is pointing to the appliance	The utility company is supplying power
Is pointing away from the appliance	Power is being sold back to the utility company
Is flat	Power is not being supplied or sold
Is missing	Power is unavailable from the grid

- **Solar:** Indicates whether renewable energy source is supplying power

If the Solar Arrow...	Then...
Is pointing to the appliance	A renewable energy source is supplying power
Is flat	A renewable energy source is not supplying power

- **Secure:** Indicates whether the secure load is being powered by the appliance

If the Secure Arrow...	Then...
Is pointing away from the appliance	Circuits on the secure load are drawing power
Is flat	Circuits on the secure load are not drawing power

Note

If you purchased the AC Meter kit, you can view additional information. Specifically, you can view the total amount of power being consumed by your entire home or business and the total amount of power sold back to your utility company. To view this information, press **Enter** from the Load screen. To toggle back, press **Enter** again.

Battery Statistics

The Battery screen provides the following information:

- Status of the battery
- Amount of charge left in the battery

If the Battery Status Is...	Then...
AC Connected	Batteries are not being used and the percentage of battery charge is displayed
AC Disconnected	Batteries are being used to supply power and the hours of estimated remaining battery charge are displayed

Temperature Statistics

The Temperature screen displays a graphical representation of battery and cabinet temperature. If a temperature reading is higher or lower than it should be, an alert will be generated.

Recent Alerts

Your appliance is continually monitored for performance to ensure it continues to operate at its peak. Alerts are generated by the appliance if a change that will affect performance is detected. For example, if the temperature inside the cabinet is high, an alert is activated and a message appears.

Resolving Alerts

Alerts will appear on the display and will take the place of the Load screen. Some alerts will also have an audible alarm associated with them. If an alert is activated, GridPoint will work to resolve it. Once the condition that caused the alert is resolved, the alert will clear from the display.

There are instances when you can address the condition associated with the alert. For example, if the circuit is overloaded because you have too many appliances running on the secure load, the "AC Load too High" alert appears and power to the secure load is turned off. If this alert is displayed, you can resolve it by completing the following steps:

1. Turn off appliances that are protected by the secure load.
2. Turn off the **BACKUP** switch located on the appliance Circuit Breaker Panel. Wait 5 seconds and turn it back on. Power will be restored to the secure load once it is not overloaded.
3. Turn on appliances one-by-one that are protected by the secure load.
4. If the alert is displayed again, repeat the above processes and reduce the load further by turning on fewer appliances.

If you would like to review the specific details of previous alerts, complete the following steps. The last 20 alerts are stored on the unit.

Step	Action
1.	To access the Menu, press the Enter key.
2.	Continue to press the Menu key until you reach the <i>Recent Alerts</i> screen and press the Enter key. From this screen you can view: > Time and date of the alert > Type of alert
3.	Press either the Up (↑) or Down (↓) arrow key to select an alert from the list of recent alerts.

Step	Action
4.	Press the Enter key to see the specific details about the selected alert. The alert detail displays: > Alert code > Duration of the alert if it is resolved > Status of the alert if it is not resolved
5.	Press the Right arrow (→) or Left arrow (←) to review the next or previous alert. Press the Escape key to exit.

Energy Surplus Statistics

The *Energy Surplus* screen displays the net power produced or consumed viewable by the last 24 hours, last 7 days, and last 30 days shown in kilowatt hours (kWh).

The following table describes conditions in which positive and negative values will be displayed.

If the kWh Value Is...	Then...
Positive	You generated more net power from renewable energy sources than you purchased from the utility company
Negative	You purchased more net power from the utility company than you produced from renewable energy sources

Within the Energy Surplus screen you can also view:

- **Energy to Secure:** The Energy to Secure screen displays cumulative energy consumed by the secure load. It is viewable by the last 24 hours, the last 7 days, or the last 30 days shown in kWh. To access these statistics, press **Enter** once from the Energy Surplus screen.
- **Energy from PV:** The Energy from PV screen displays the total amount of renewable energy generated over a period of time. It is viewable by the last 24 hours, the last 7 days, or the last 30 days shown in kWh. To access these statistics, press **Enter** twice from the Energy Surplus screen.

Synchronization Statistics

The Synchronization screen identifies the method used by the appliance to contact GridPoint and the amount of time since the last synchronization.

ADVANCED FEATURES

The Advanced Menu option provides you with access to additional functions including:

- Resetting your statistics for energy surplus, energy from PV, and energy to loads
- Modifying the phone number used to contact GridPoint during synchronization
- Shutting down the appliance
- Restarting the appliance

Logging into the Advanced Menu

To access any of the advanced menu options, you will need to login:

Step	Action
1.	Continue to press the Menu key until you reach the <i>Advanced Menu Press Enter to Login</i> screen.
2.	Press the Enter key. The <i>Advanced Menu Enter PIN</i> screen appears.
3.	Enter the 5 digit owner's pin provided to you in your Welcome Kit. Use the Right (→) arrow or the Left (←) arrow to move the cursor to a digit and use the Down arrow (↓) or Up (↑) arrow to change the value of a digit.
4.	Press the Enter key. The <i>Advanced Menu</i> screen appears with the following menu items: "Configuration," "Preferences," "Reset Accumulation," and "Shutdown System."

Resetting Statistics

You can reset your energy surplus, energy from PV, and energy to loads statistics to zero by using the Reset Accumulation functionality. This reset does not affect your statistics displayed on GridPoint Central.

Step	Action
1.	Login to the <i>Advanced Menu</i> screen if you are currently not logged in.
2.	Select "Reset Accumulation" by using either the Up (↑) or Down (↓) arrow.
3.	Press the Enter key. The <i>Reset Accumulation</i> screen appears with the text "Reset Accumulated Power Readiness?" "Yes or No."
4.	Press the Left (←) arrow to select "Yes." Note: If you decide not to reset the statistics, press Esc to abort
5.	Press the Enter key. A screen appears with the text "The Accumulated Values Reset OK Press Enter."
6.	Press the Enter key. The <i>Advanced Menu</i> screen appears with the following menu items: "Configuration," "Preferences," "Reset Accumulation," and "Shutdown System."

Accessing Preferences

If your method of communication with GridPoint is by telephone, you can modify the phone number used to contact GridPoint during synchronization. You would need to do this if you have to dial a 9 for an outside line. To change the number, access Preferences from the Advanced Menu. Shutting Down the Appliance

Step	Action
1.	Login to the <i>Advanced Menu</i> screen.
2.	Select Preferences by using either the Up (↑) or Down (↓) arrow and press the Enter key.
3.	Select Dialout Phone Number.

Step	Action
4.	Use the arrow keys to enter the new phone number. Note: If you need to access an outside line, you can use either an 8 or 9 followed by a comma. The comma inserts a pause before dialing the phone number. For example, you might enter 9,18001234567.

Shutting Down the Appliance

Should you need to shut down the appliance, access Shutdown System from the Advanced Menu.

Step	Action
1.	Press the Menu key on the appliance, cycling through the menu options until <i>Advanced Menu</i> is highlighted.
2.	Select Shutdown System by using either the Up (↑) or Down (↓) arrow.
3.	Press the Enter key when "Yes" is highlighted to confirm the shutdown. A screen appears with the text "Shutdown System Power Off? "Yes or No."
4.	Press the Left arrow (←) to select "Yes." Note: If you decide not to shut down the appliance, press Esc to abort.
5.	Press the Enter key. A screen appears with the text "System Shutdown Power Off Now." Note: This screen may appear for several minutes before turning off.
6.	Cut the tamper-proof lock located on the lower cabinet door.
7.	Open the lower cabinet door and set the Controller power switch on the upper right hand side to OFF.
8.	At the appliance breaker panel: a. Set BACKUP to OFF (down position). b. Set SECURE AC to OFF. c. Set PV1 and PV2 to OFF. d. Set INVERTER IN to OFF. e. Set INVERTER DC to OFF. f. Set BATTERY to OFF. g. Set PV GFP to OFF.

Starting the Appliance

If the entire appliance has been turned off, the following steps will need to be completed in the order provided to start the appliance. At the Connect appliance Circuit Breaker Panel:

Step	Action
1.	Set PV GFP to ON.
2.	Set BACKUP to ON (up position).
3.	Set INVERTER DC to ON.
4.	Set BATTERY to ON.
5.	Set INVERTER IN to ON.
6.	Set SECURE AC to ON.
7.	Set PV1 and (if present) PV2 to ON.
8.	Set the Controller power switch (located at the top of the battery compartment) to ON. Note: While the Appliance is being initialized, the GridPoint logo will be displayed and upon successful initialization, a screen showing PV, grid, battery, and secure load will be displayed.

Monitoring

GridPoint strives to provide you with a product that offers advanced performance monitoring for automatic and worry-free ownership. GridPoint Connect has a unique self-monitoring feature that allows it to collect performance and energy usage data and allows in-house monitoring by the GridPoint operations center. This information is sent to GridPoint with either an internet connection or the telephone line that is connected to your appliance.

This monitoring allows us to provide you with an appliance that performs at optimal capacity and allows us to determine maintenance needs. Our monitoring includes:

- **Routine Communication:** Your appliance is constantly monitored to ensure it continues to perform at its peak. Approximately every hour with a network connection or once a day with a telephone line, the Connect sends the data it has collected to GridPoint. If your appliance is using a telephone line for routine communication, the call is scheduled for late nights or other times when you are unlikely to be using the phone. If the appliance cannot call – for instance, because you are on the phone, it will try again later. All data collected by the appliance will be saved until the appliance successfully communicates with GridPoint. This data is reviewed by GridPoint to ensure your appliance is operating optimally.

During routine communication with GridPoint, your appliance may receive an update.

- **Updates:** Updates help your appliance continue to achieve maximum efficiency and optimal system performance.

Note

Please do not disconnect your internet or phone service without first notifying GridPoint Customer Service at 888.998.POINT (888.998.7646).

GridPoint Central

GridPoint Central is a Web site that gives you access to your personal energy consumption information, allowing you to easily manage energy efficiency. Through one "central" view, you receive information on how your appliance is performing as well as aggregated consumption and production details across one or more GridPoint appliances.

Specifically, GridPoint Central provides you with additional value-added services such as:

- Charts, graphics, and statistics on your energy production and use
- Energy savings options
- Monthly and yearly cost savings estimates

GRIDPOINT CENTRAL BASIC SERVICES PACKAGE

GridPoint Central's basic services package empowers you by taking the mystery out of how you use energy. GridPoint Central is designed to provide you with your current energy consumption and production statistics, historical energy usage patterns, and environmental impact, as an example the amount of carbon dioxide emissions avoided when producing and using a renewable energy source.

You gain awareness of the relationship between energy usage and energy costs, enabling you to make knowledgeable choices on how to better manage your energy. GridPoint Central's unique offering ties your energy consumption and production patterns into your selected utility's fluctuating rate schedule throughout the day.

With all GridPoint appliances, you receive backup power in the event of a power outage. With GridPoint Central, you will learn how many hours of backup power you have available on any given day based on your historical use patterns. This level of monitoring offers support and security in your home or business in the event of an unforeseen outage.

GRIDPOINT CENTRAL PREMIUM SERVICES PACKAGE

GridPoint Central's premium services package leverages all the features of the basic services package with added benefits. Premium service empowers you to create a personal energy profile to automatically manage energy use and reduce costs based on individual preferences. Once you select an option such as turning off a water heater, GridPoint intelligent energy management products will automatically execute this task on your behalf. The result is worry-free management of energy, reducing energy usage and costs without interruption to your lifestyle or business operations.

SUBSCRIBING TO GRIDPOINT CENTRAL

As an owner of a GridPoint appliance, you will have one free year subscription to GridPoint Central. Should you choose to take advantage of additional premium value-added services, you can pay a fee to upgrade.

Setting up your GridPoint Central Account

To take advantage of the services available to you through GridPoint Central, you will need to register on-line. Simply access GridPoint Central at www.gridpoint.com and click on the GridPoint Central login link or visit central.gridpoint.com.

You will be required to enter your appliance's serial number, your last name, and your zip code to register on GridPoint Central.



Note

Your installer should have written your serial number on your Owner's Guide. If you do not see the serial number on your Owner's Guide, look for the serial number displayed on a sticker located on the upper left side of your appliance.

Accessories

At GridPoint, it is our mission to continually exceed your expectations as we work to provide you with optimum services and superior appliance performance. As part of our commitment to provide you with best-in-class product and services, we offer many types of accessories. Listed below are the overview of accessories that are available for purchase through GridPoint:

- **AC Meter Kit:** The AC Meter kit provides you with a complete and accurate picture of energy consumption and production. It allows a GridPoint appliance to measure and record power flowing in and out of the entire home or business. This data is captured by the appliance and uploaded to GridPoint on a regular basis.
- **Door Replacement Kit:** The Door Replacement kit allows you to replace worn or dented doors, or to select stainless steel. These kits are available for all GridPoint appliances and may be installed at any time before or after initial setup of the GridPoint appliance.
- **Seismic Kit:** The GridPoint Seismic kit is for stabilizing your appliance in areas prone to earthquakes.
- **Split Phase Adapter:** The Split Phase Adapter kit is available for customers who wish to use their GridPoint appliance to power larger 240 Volt appliances such as well pumps and furnaces.
- **Load Control Kit:** The Load Control kit lets you save money by allowing you to control when appliances use energy. Through GridPoint Central, you can select the periods when you would like specific appliances to run. For example, you might decide to turn off your water heater between the hours of 9:00 a.m. and 6:00 p.m.

Routine Maintenance

Performing a few simple maintenance tasks on a monthly basis helps to keep your appliance in good working condition and can reduce the need for service calls. Here are a few tasks to help you achieve maximum efficiency and optimal system performance.

- **Cleaning Filters:** Keeping the filters clean is important to system performance and reliability. In a dusty or dirty environment, frequency of cleaning will be more important than in a dust-free environment. With the doors closed:
 - Check filters monthly for accumulating surface dust and dirt.
 - Use a stiff-bristled brush to loosen dust or dirt and a vacuum cleaner to collect the loosened debris.
- **Cleaning the Cabinet:** Clean the cabinet as needed with mild detergent or glass cleaner on a soft cloth. Dry after cleaning to prevent streaking.

Note

Do not use steel wool scouring pads or abrasive cleansers as they may scratch the finish.

- **Inspecting for Small Animals:** If the appliance is located in a garage or carport, you should periodically inspect for the presence of small animal infestation in or around the Connect. If you notice any signs of infestation, contact GridPoint Customer Service at 888.998.POINT (888.998.7646).

Life Support Systems/Equipment

As a general policy, GridPoint, Inc. does not recommend the use of any of its products in life support applications where the failure or malfunction of the GridPoint product can be reasonably expected to cause the failure of the life support device or to significantly affect its safety or effectiveness. GridPoint, Inc. does not recommend the use of any of its products in direct patient care. GridPoint, Inc. will not knowingly sell its products for use in such applications unless it receives, in writing, assurances satisfactory to GridPoint, Inc. that (a) the risks of injury or damage have been minimized; (b) the customer assumes all such risks; and (c) the liability of GridPoint, Inc. is adequately protected under the circumstances.

Examples of devices considered to be life support devices are neonatal oxygen analyzers, nerve stimulators (whether used for anesthesia, pain relief, or other purposes), auto transfusion devices, blood pumps, defibrillators, arrhythmia detectors and alarms, pacemakers, hemodialysis systems, peritoneal dialysis systems, neonatal ventilator incubators, ventilators for both adults and infants, anesthesia ventilators, and infusion pumps as well as any other devices designated as "critical" by the U.S. Food and Drug Administration.

Contacting GridPoint

We want to hear from you! Contact GridPoint Customer Service or access us online at www.gridpoint.com.

GridPoint Customer Service

2020 K Street NW, Suite 550
Washington DC 20006
888.998.POINT (888.998.7646)

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