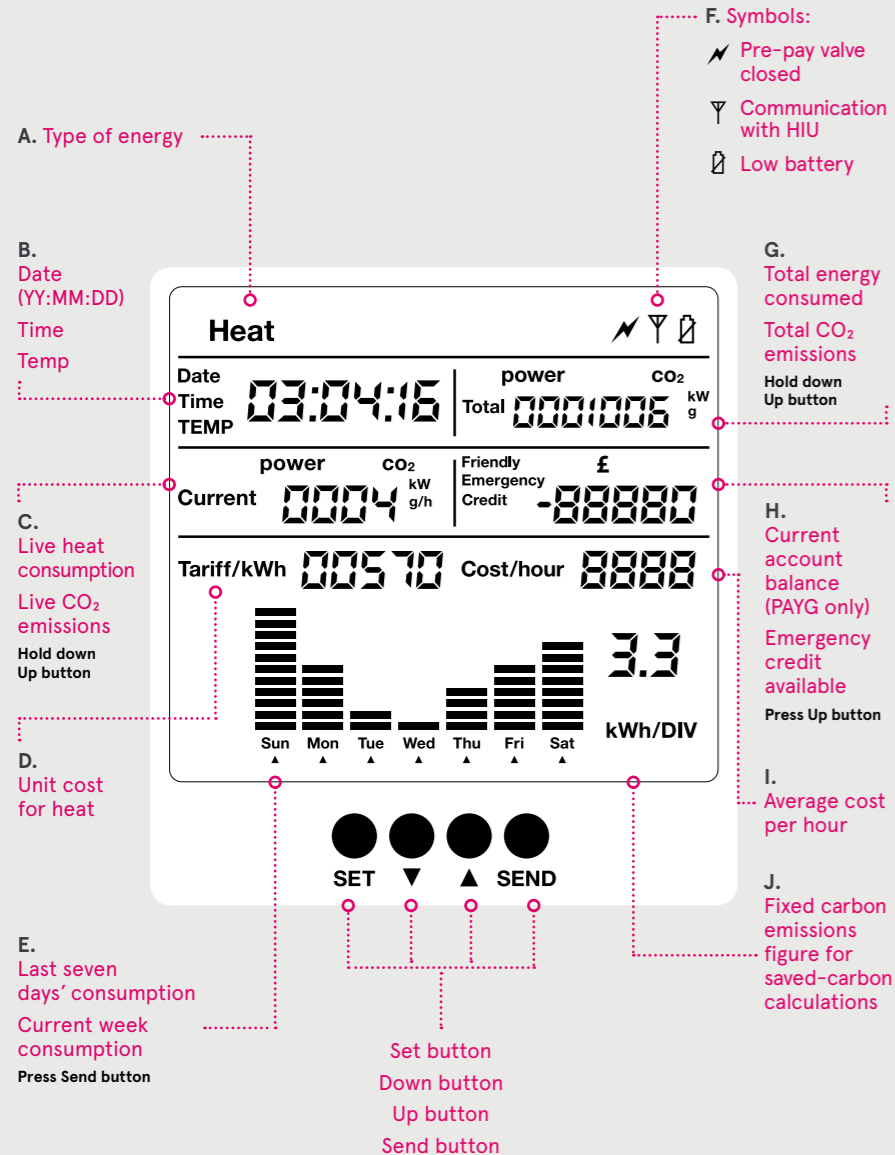


Your In Home Display Unit (IHD).



For illustration purposes only. Your IHD may differ slightly.



Getting in touch.

Billing and Customer Service Department

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A guide to your In Home Display Unit.



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IHD Guide/V1 February 2016

This is a guide to your Loka In Home Display Unit (IHD).

The In Home Display Unit (IHD) communicates directly with the heat meter in the Heat Interface Unit (HIU) in your utility cupboard.

Your IHD displays all the key information including your current, real-time account balance for pay-as-you-go accounts and information on your heat usage, helping you to budget and monitor the amount of heat you use. It has a long-life rechargeable battery inside and is charged by mains power via a charging transformer, which is supplied. It only shows your heat consumption, not your electricity or water.

This unit **does not** turn your heating on or off, or alter temperatures. Turning your heating on or off is done via the property programmer; altering the temperature is done via your thermostat radiator valve and/or room thermostat.

Automatic Information Updates

The screen will automatically change whenever an update is received from the HIU which is usually every 15 minutes. You can manually update the display at any time by holding down the **Send button** until the unit beeps.

The screen also shows a graphical image of recent energy consumption in Kilowatt hours (kWh) at location (E), updated daily. You can switch between showing the current week and the previous week by pressing the **Send button**.

Date / Time / Temperature

This part of the display will change automatically. The date displays in the format YY:MM:DD. The temperature is in degrees Celsius and is taken from an on-board thermometer. Location (B) rotates automatically between the three displays roughly every 15 minutes or so.

If you need to reset the time and date settings, hold down the **Set button** until it beeps, at which point the date will appear. Use the **Up** and **Down buttons** until the required digit is shown. Pressing the **Set button** moves to the next field. NB Do not change the alpha-numeric code that appears on the right of the screen after the time.

Energy Consumption / CO₂ Emissions

Your total energy consumption (kWh) or carbon emissions (CO₂) are shown at location (G). This information is taken from your heat meter (on the HIU) and the kWh reading will be the same as that shown on your meter. Location (C) shows your current live energy consumption or carbon emissions. This view can be switched between kWh and CO₂ emissions by holding down the **Up button** until it beeps. It will change locations (C) and (G) at the same time.

The current unit charge/tariff that you pay per kWh of heat consumed is shown at location (D).

Heat Account Balance / Emergency Credit

Location (H) will only display a balance if you are on a pay-as-you-go account. Your remaining heat account balance will count down as your energy is consumed together with the daily standard charge. The daily standard charge is taken from the available credit whether you are using the heating and hot water or not.

Your account has emergency credit available to you if your account runs down to a zero balance. You can switch between your current balance and available emergency credit by pressing the **Up button**. If you are still able to use heat but your IHD is showing £0 then you need to contact Loka as soon as possible on **0800 160 1635** to add money to your account so you can continue to use heat. The money you add to your account will also be used to cover any emergency credit that you used.

Please note that if you have elected to pay automatically by direct debit then your emergency credit will be adjusted to ensure you will not be cut off.

Alarms / Sounds

The display has a back light function to permanently show the data. An audible sound is given when the display is first "paired" and every time a function button is pressed. If you are on a pay-as-you-go account, it will also beep when your credit is low (around £3) to remind you to top up and then again if you have reached £0. The sound can be muted. To do this, hold down the **Down button**. If you wish to deactivate/reactivate this low-credit alarm, please call Loka and we can do this for you remotely.

A **Low battery** symbol will display at location (F) if you need to charge your display, and also while it is being charged. An icon showing **Data transmission** will show when the IHD is communicating with your HIU. A **Lightning bolt** icon will show when the pre-pay valve is closed. This means your account has run out of emergency credit and you cannot receive heat.

If the display is blank and only showing date and time, there has been a communication fault. You will need to wait until it has reconnected or hold the **Send button**. This will not affect your data or the system operation.

Should you require any further information or assistance, please do not hesitate to contact us.

