guru

Hub II User Guide

Managed by Vital Energi

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WHAT IS THE GURU HUB II?

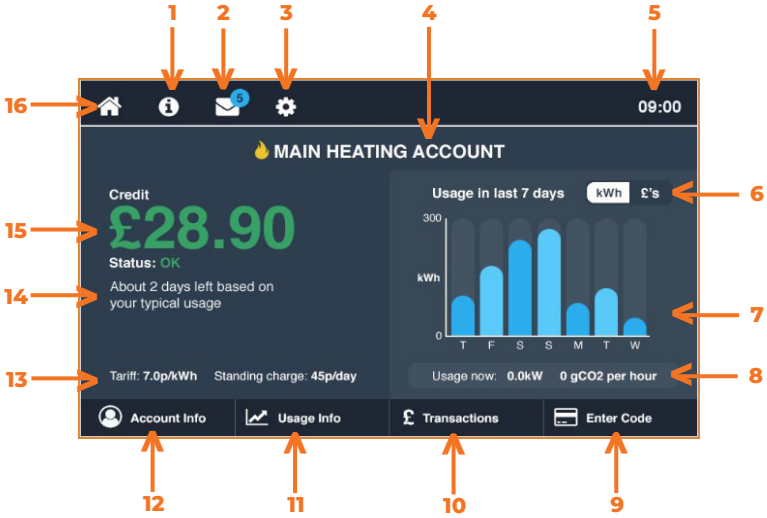
The Guru Hub II provides you with a simple way to take control of your energy use. Reliable and always on, the system provides a real-time view of consumption in the home and avoids the need for bills by helping you to stay in control of your energy consumption and spend.

Benefits

- Stay in control and pay your energy bill: With Pay as You Go (PAYG), you can easily control your energy spend and keep on top of payments
- Touch screen: The full colour 5 inch touch screen turns off automatically. You can choose how long it takes to turn off, from 30 seconds to 30 minutes. Simply touch to turn back on
- Historical energy data: The Hub II records energy usage in real time and stores energy usage information for up to 3 years
- Meter & Billing company messaging: New messages can be displayed on the menu bar and all historical messages can be kept or deleted
- Notifications for current usage: You can see different notifications to alert you about when your credit is expected to run out, credit low, and if emergency credit can be activated

MAIN ACCOUNT SCREEN

The main account screen displays your credit balance, your kWh (perunit) charge, daily standing charge, kWh usage and CO_2 emissions. There is also a usage graph for the last 7 days which will display your past usage in kWh and in £.



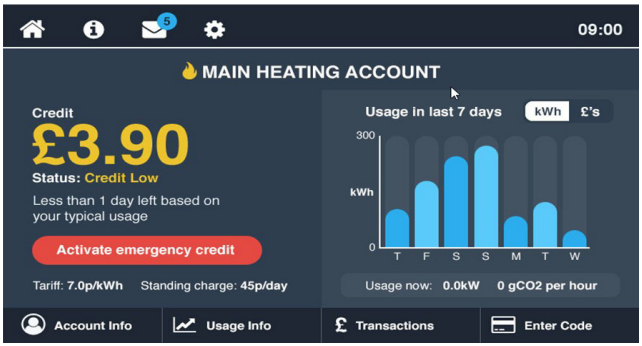
1. Supplier information button: this screen has a QR code which you can scan with your smartphone to view information from your metering and billing provider and any help videos
2. New messages will show with a number count on this icon
3. Settings: you can set the display timeout in this menu
4. The type of utility this screen is for, for example, heating electricity or gas
5. The current time
6. Switch between £ and energy graphs
7. Last 7 days consumption
8. Current usage and CO_2 consumption
9. Manual top up code entry
10. Historic transaction list
11. Historical usage graphs
12. Account info shows Emergency Credit, Debt Remaining, Friendly Credit Periods and the current heat meter reading
13. Your tariff charges
14. Expected credit time remaining
15. Remaining Credit or estimated bill if not on pre-pay
16. Home button: this brings you back to this screen from anywhere else in the Hub II menu system

LOW CREDIT

Below is the low credit screen. When your credit runs low, a message will display reminding you to top up. If you are unable to top up immediately you can activate emergency credit by pressing the “Activate Emergency Credit” button as illustrated below.

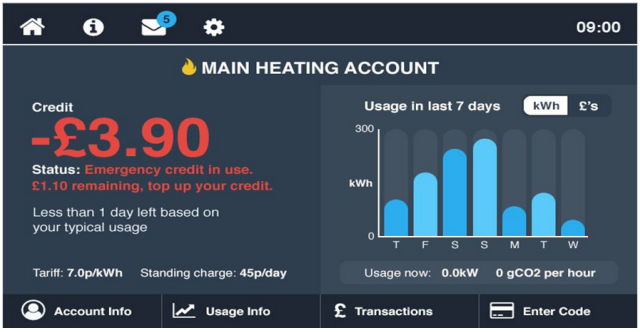
Another indicator of credit or supply status is the colour of the numbers:

- Green = OK
- Yellow = Warning
- Red = disconnected or emergency credit in use

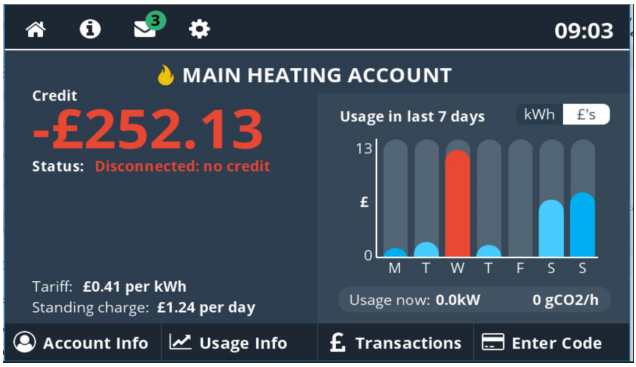


EMERGENCY CREDIT

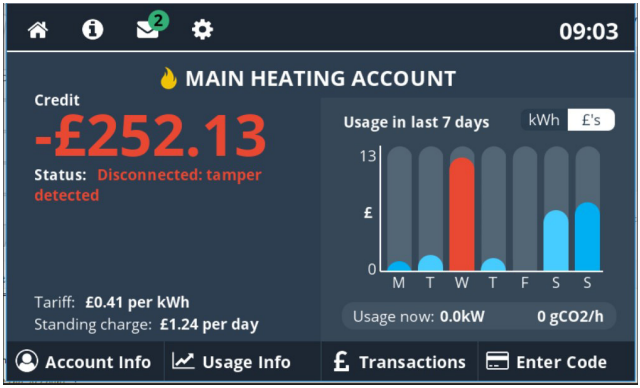
Once emergency credit is activated, your display screen will display “Emergency credit in use”. It will also display how much emergency credit you have available. Please note emergency credit is for emergencies only. Please top up if you are in emergency credit, as your supply will be disconnected if you use all of your emergency credit.



DISCONNECTED: NO CREDIT

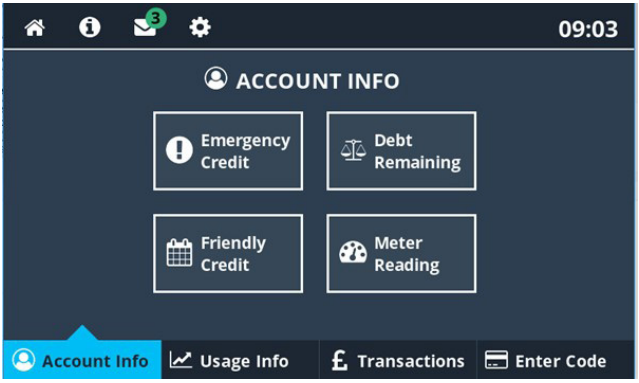


DISCONNECTED: TAMPER DETECTED



ACCOUNT INFO SCREEN

At the bottom of your account screen, you have an “Account Info” view. This will allow you to view the emergency credit available on your Hub, the debt remaining on your account, and meter readings for that account.



ACCOUNT INFO: EMERGENCY CREDIT

The emergency credit button will lead you here. You can see how much emergency credit you have available to you and an option to activate it early.

ACCOUNT INFO: DEBT REMAINING

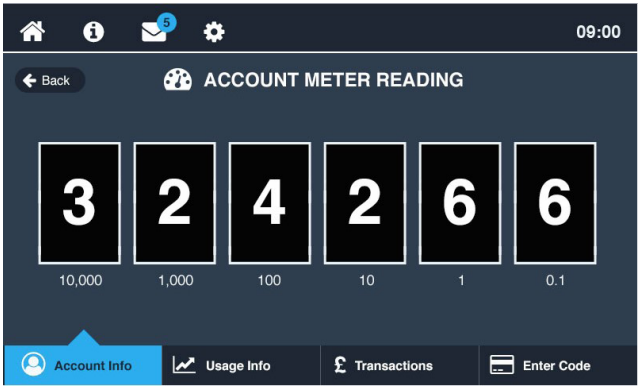
Debt remaining will lead you to the below where it will state the outstanding debt on your account if there is any. It will also tell you how much as a percentage of each top up will go towards recovering the debt.

ACCOUNT INFO: FRIENDLY CREDIT

If friendly credit periods are defined, this screen will show. During friendly credit periods, your utility supply for this account won’t disconnect, even if you are out of credit. This gives you extra time to top up.

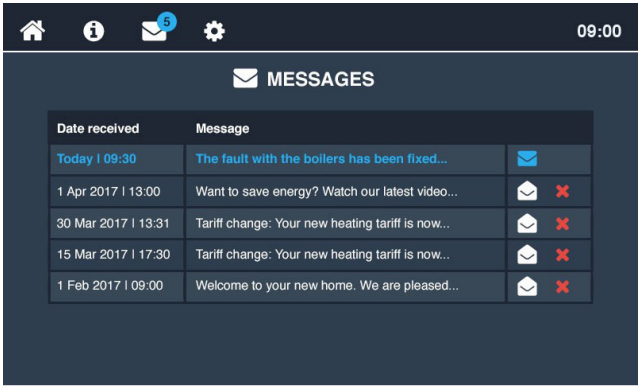
ACCOUNT INFO METER READING

The meter reading button will take you through to show the total usage shown in kWh. You may occasionally be asked for this information by your metering and billing provider.

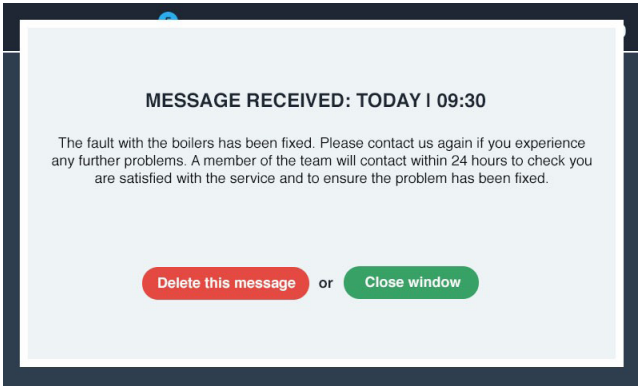


MESSAGES SCREEN

Your utility provider may send you messages from time to time. If a message appears, you can clear it by pressing the “Close window” button. You may also delete the message which will remove it from the Hub altogether.



You may view the history of your messages by tapping the envelope button on the top of the screen. This will show you all messages that you have received, and will allow you to look at them again, or delete them.



USAGE INFO

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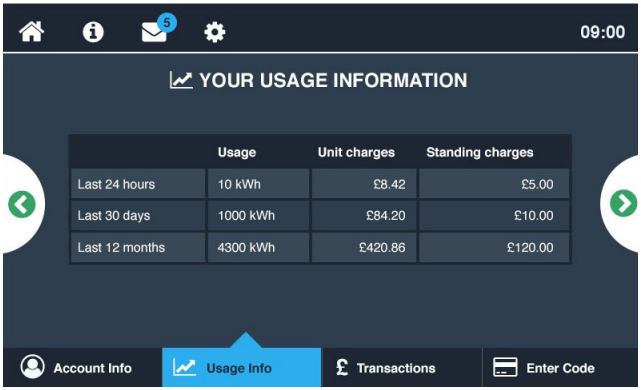
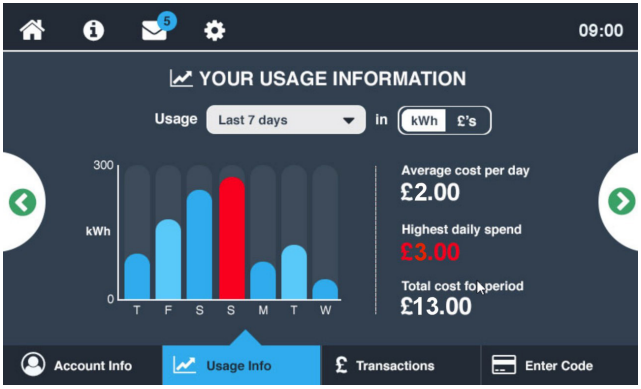
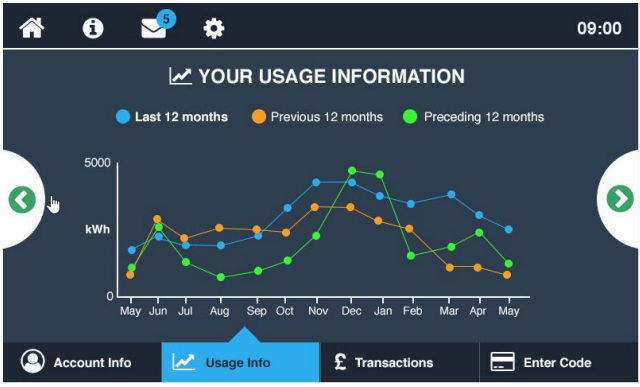


Your usage can be displayed in a bar graph form showing the average cost per day, highest daily spend, and total cost for the period set. These periods can be set to 7 days, 30 days, or 12 months. Usage can be show in kWh or £'s.

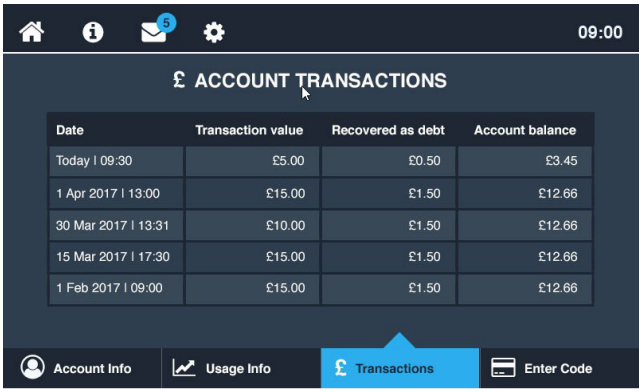


There is a line graph which will show you your usage in kWh for up to the past 3 years so you can compare historical trends.



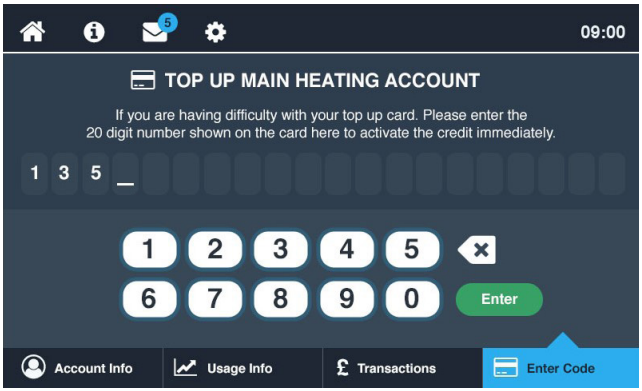
TRANSACTIONS

The transactions tab at the bottom of your screen will show you the last five transactions on your Hub account. It will show you the date of the transaction, the value, the debt recovered if there was any debt on your account, and the account balance at the time of the transaction.



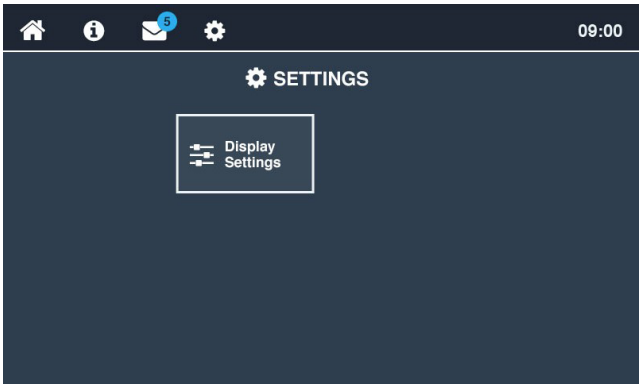
MANUAL TOP-UP

Whenever you make a top up, the Guru Hub will be credited remotely. If for any reason there is a delay with the remote top up, you can enter the top up manually. Simply key in the 20 digit number which can be found on your PayPoint, SMS, email receipt, or given verbally to you when you top up the account.

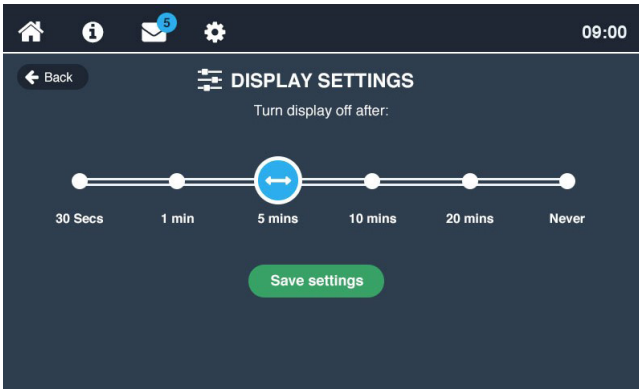


SETTINGS

If you'd like to alter the display settings on your Guru Hub, you can reach this page by tapping the settings cog at the top of your screen. You will then be able to tap the display settings button which will allow you to alter how long you'd like the Hub display to stay on.

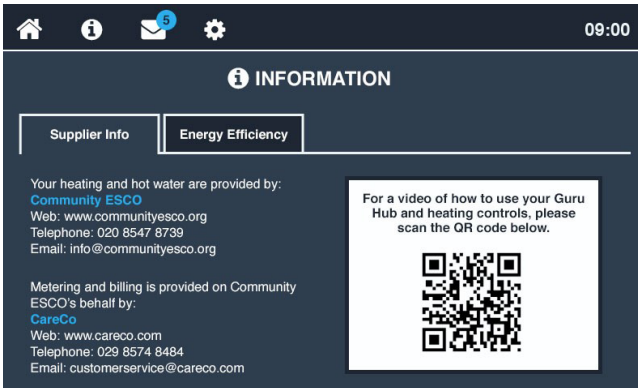


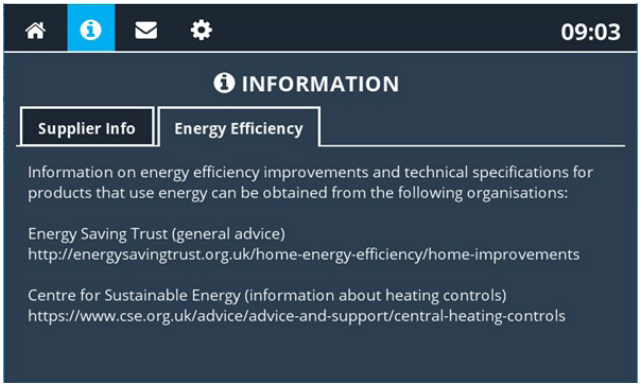
In the display settings, you can adjust the display by sliding the blue button on your screen to your preferred setting.



INFORMATION

If you are looking for more information on your Hub, for example the contact details of your provider or where to find the energy efficiency for the products you use, go to the information page.





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