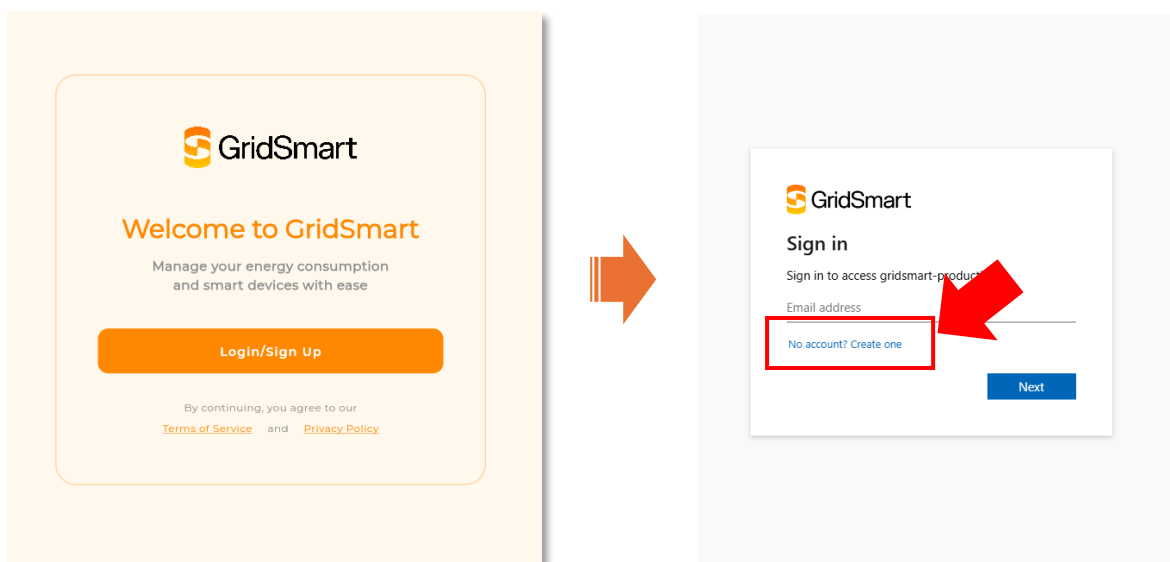


GridSmart App Guide

Download the app

1. Go to www.gridsmart.co.nz/gridsmart-app
2. Follow the links to download app from either the Apple or Google stores
 - Alternatively, you can access the app at app.gridsmart.co.nz
 - This can be accessed via your browser on your computer or phone
3. Once you have downloaded the app, you will be asked to sign up or login.
4. If you do not have an account, click on **'No account? Create one'** and follow the prompts to create a new account.



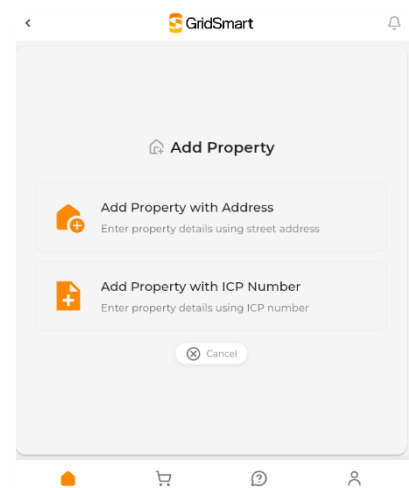
Setting up a property

Once your account has been created, you will need to set up a property.

To do this, you will need to either:

1. Provide the address where a GridSmart device has been installed, or a booking has been scheduled for
2. Provide the ICP where a GridSmart device has been installed, or a booking has been scheduled for. Your ICP number can be found on your energy bill.

Once your property has been set up, it will show any devices that have been installed at your property.



Selecting your energy plan

If you are on a time of use plan, you can select your energy plan by clicking this button.

You will be shown a screen with the time of use plans offered by your Energy Retailer.

If you do not see your plan, please contact info@gridsmart.co.nz.



If you have opted to have your Energy Retailer or third party optimise your cylinder for you, this option will be de-activated.

Please note that if you have changed energy retailers recently, it may take a few days for this to be registered with the Electricity Authority and flow through to the GridSmart system.

Optimising your cylinder

Once your plan has been selected, you do not need to do anything else – the AI module takes over from here.

Once installed, the system will ‘observe’ usage for two weeks before control starts – this is for the system to establish patterns and design an individualised heating plan for your home.

The system reacts to changes in behaviour and defaults to ensuring that you have hot water. In these instances, you may see changes in when the cylinder charges and will reduced savings on that day.

If your patterns change, the system will adapt accordingly and will keep working to optimise your cylinder to maximise savings.

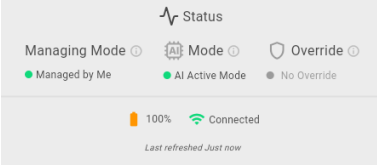
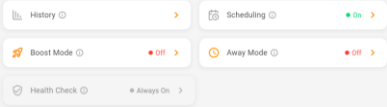
Cylinder status screens

Overview screen

A circular gauge with a blue outer ring and a lighter blue inner circle. The text 'Current Capacity' is at the top, '271 L' is in the center, and '72%' is at the bottom.	Delivery capacity This shows how many litres of hot water at 55°C - Why 55°C? Hot water cylinders are legally required to have tempering valves that limits how hot the water can leave taps at to prevent scaling risks. This is typically set at 55° C in most homes. The percentage show a percentage capacity based on a full cylinder at full heating charge. - Please note that it is normal for cylinders to not hit 100% it is not always ideal to have your cylinder heated to its limit.
A circular gauge with an orange outer ring and a lighter orange inner circle. The text 'Top Temp' is at the top, '65°C' is in the center, and 'Bottom Temp' is at the bottom, with '15°C' below it.	Cylinder temperatures Top temperature – this the temperature at the top of the cylinder Bottom temperature – this is the temperature at the bottom of the cylinder, which is typically the temperature that the water enters the cylinder. This will change as the cylinder is heated.
A green rounded rectangle with a lightning bolt icon on the left. The text 'Over the past month you've shifted...' is on the left, '60.79 kWh' is in the center, and an information icon is on the right.	Energy shifted This is the amount of energy in the past month that we have shifted into your cheapest charging periods.
● Active >	Click on the arrow to see the Detailed cylinder screen

Detailed screen

A green rounded rectangle with a lightning bolt icon and 'Energy Consumption' at the top. Below are three boxes: 'Today 1.2 kWh', 'Yesterday 11.4 kWh', and 'Saved 174.2 kWh'.	Energy consumption - Today: how much energy has been consumed today - Yesterday: how much energy was consumed yesterday - Saved: how much energy has been shifted into cheaper periods today since the devices has been operational
A blue rounded rectangle with a water drop icon and 'Hot Water Consumption' at the top. Below are three boxes: 'Today 35L', 'Yesterday 236L', and 'Average 149L'.	Hot water consumption - Today: how much hot water has been used today - Yesterday: how much hot water was used yesterday

	• Average: how much hot water you use on average per day
	Status • Managing mode: who is managing your cylinder • Mode: if the cylinder is being controlled: ○ AI Active Mode: the cylinder is actively being controlled ○ Observing: Cylinder is not being controlled but learning patterns to allow for control ○ Normal: Cylinder is not being controlled • Override: If the cylinder's normal AI Active Mode has been overridden by anyone – this could including your energy retailer, lines company, a third party, or you • Battery: The GridSmart device has a back up battery to keep monitoring your hot water usage in case of power disruptions – this status shows the life of the battery • Connectivity: connectivity via 4/5G • Last refreshed: when the data shown was last refreshed from the device and server
	Functions You can access the different functions of the device from this area by clicking the ➤ beside each function.

Other functions

History (view only)

This area shows you your historical usage.

Please note that your hot water usage and electrical usage will no longer correlate as the core purpose of the system is to separate electrical consumption from hot water consumption to make the most of cheaper periods.

Device History		
Daily energy and water consumption data		
Date	Energy (kWh)	Water (L)
23 May 2025 Sat	15.39	14.79
22 May 2025 Fri	8.84	65.55
21 May 2025 Thu	14.40	164.58
20 May 2025 Wed	6.50	135.66
19 May 2025 Tue	7.60	95.15
18 May 2025 Mon	7.23	62.92
17 May 2025 Sun	15.78	93.52

Scheduling

This will tell you if the cylinder is being controlled, not being controlled, or under observation mode.

If you have agreed with a third party (e.g. your energy retailer, aggregator, lines company etc) to allow for additional control, you may not be able to change any setting on this screen.

Scheduling

AI Mode: ☒

Status: ⓘ AI Active Mode

☐ Managed by Retailer ☒ Managed by Me

Good Nights Plan Active

Contact Energy time-of-use plan with overnight pricing periods for customers shifting usage into night hours.

ⓘ Learn how AI Mode works

Please email info@gridsmart.co.nz for more information.

Boost mode

This will allow you to turn the heater on your cylinder on for the duration you set it, overriding the AI heating plan. This is to cater for free hours of power or expected events.

GridSmart

Boost Mode

Status: Off

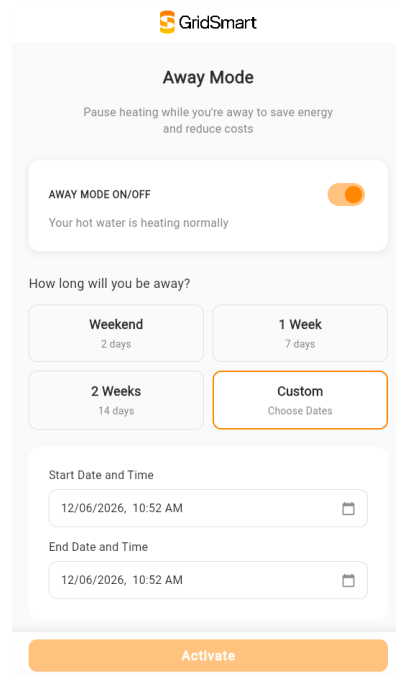
Time Remaining: 0 min

Select Duration ⓘ 2 hours

Boost Mode On/Off ☐

Away mode

This will allow you to turn your cylinder off for a set period of time, like when you are away from home. Please note that cylinder generally take around 3-4 hours to heat completely, so allow for this time when setting it to turn back on.



The screenshot shows the 'Away Mode' screen in the GridSmart app. At the top, the GridSmart logo is displayed. Below it, the title 'Away Mode' is followed by a subtitle: 'Pause heating while you're away to save energy and reduce costs'. A toggle switch labeled 'AWAY MODE ON/OFF' is currently turned on, with the text 'Your hot water is heating normally' below it. Under the heading 'How long will you be away?', there are four buttons: 'Weekend' (2 days), '1 Week' (7 days), '2 Weeks' (14 days), and 'Custom' (Choose Dates). The 'Custom' button is selected and highlighted with an orange border. Below these buttons, there are two date and time pickers. The 'Start Date and Time' is set to '12/06/2026, 10:52 AM' and the 'End Date and Time' is also set to '12/06/2026, 10:52 AM'. At the bottom of the screen is a large orange button labeled 'Activate'.

Health check

The system is designed to ensure that hot water is heated to meet health guidelines. This function is always on and show that the heating cycles have been completed as prescribed.

