



Nabuh Energy

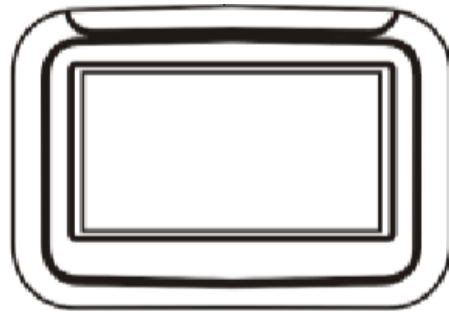
The **Energy Company** with a big **Heart.**

User Guide

How to use your
In-Home
Display

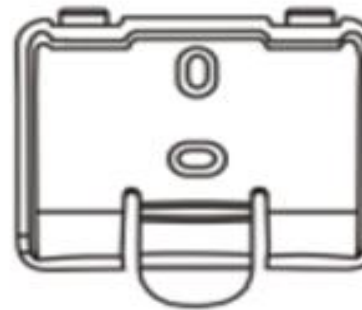


In-Home Display



Power supply

2x AAA Battery





Wall mount bracket

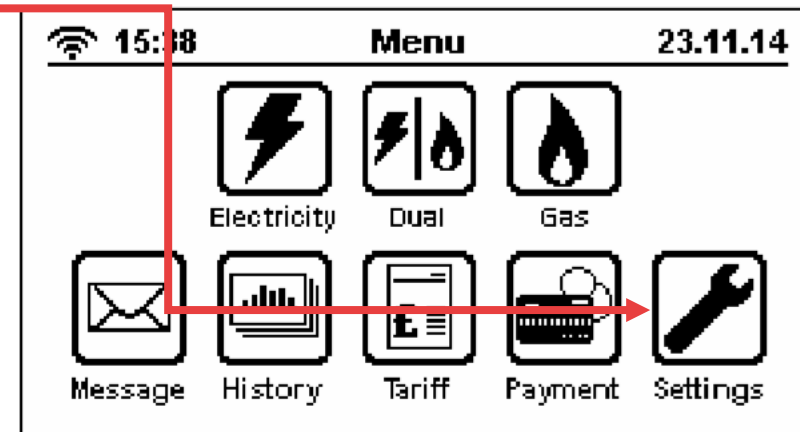
What's inside your box

How to pair your In-Home Display and Smart Meter

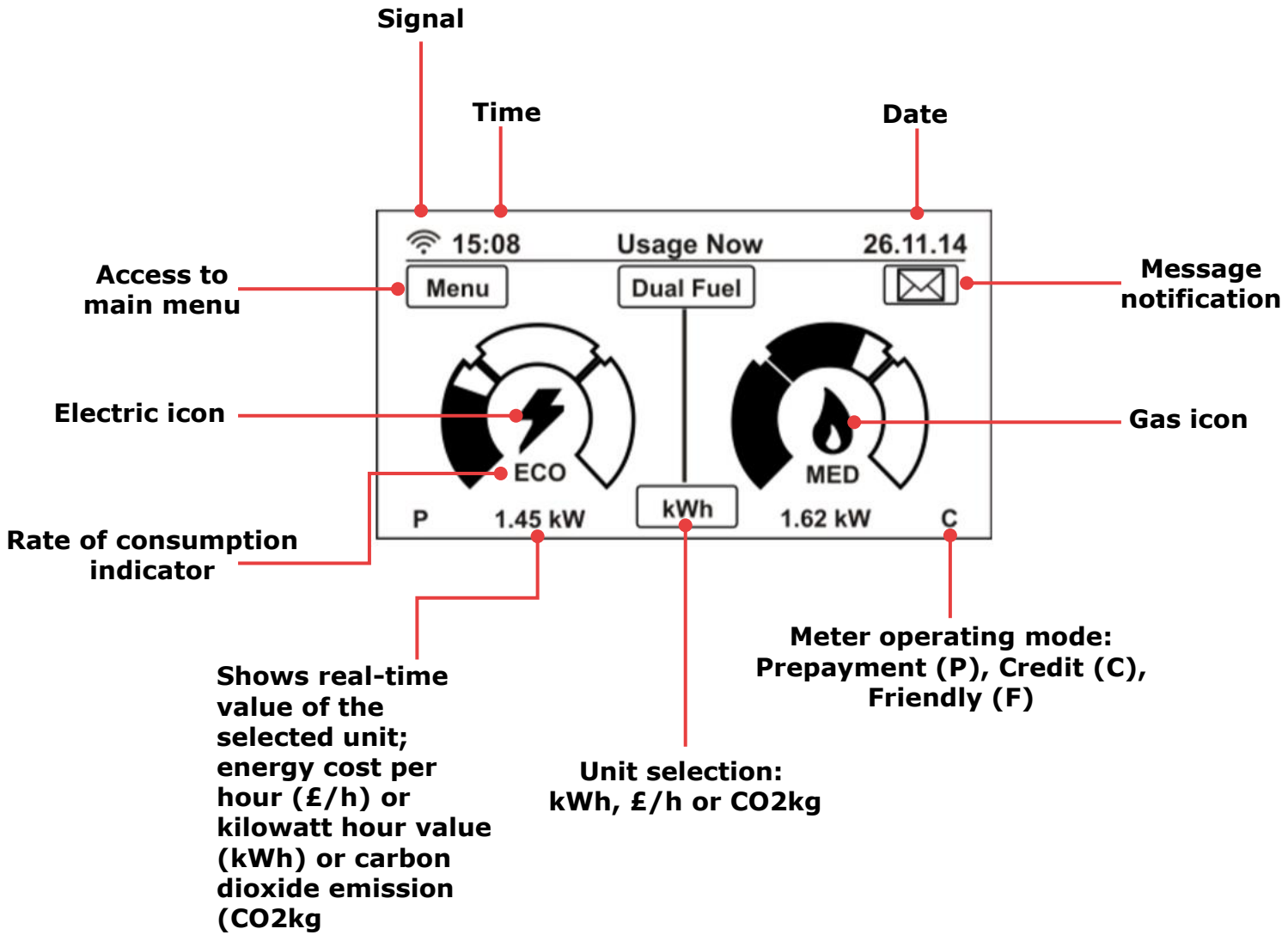
First things first...

Before you can use your In-Home Display it must be paired to your Smart Meter – it is a similar process as pairing a mobile and a Bluetooth device.

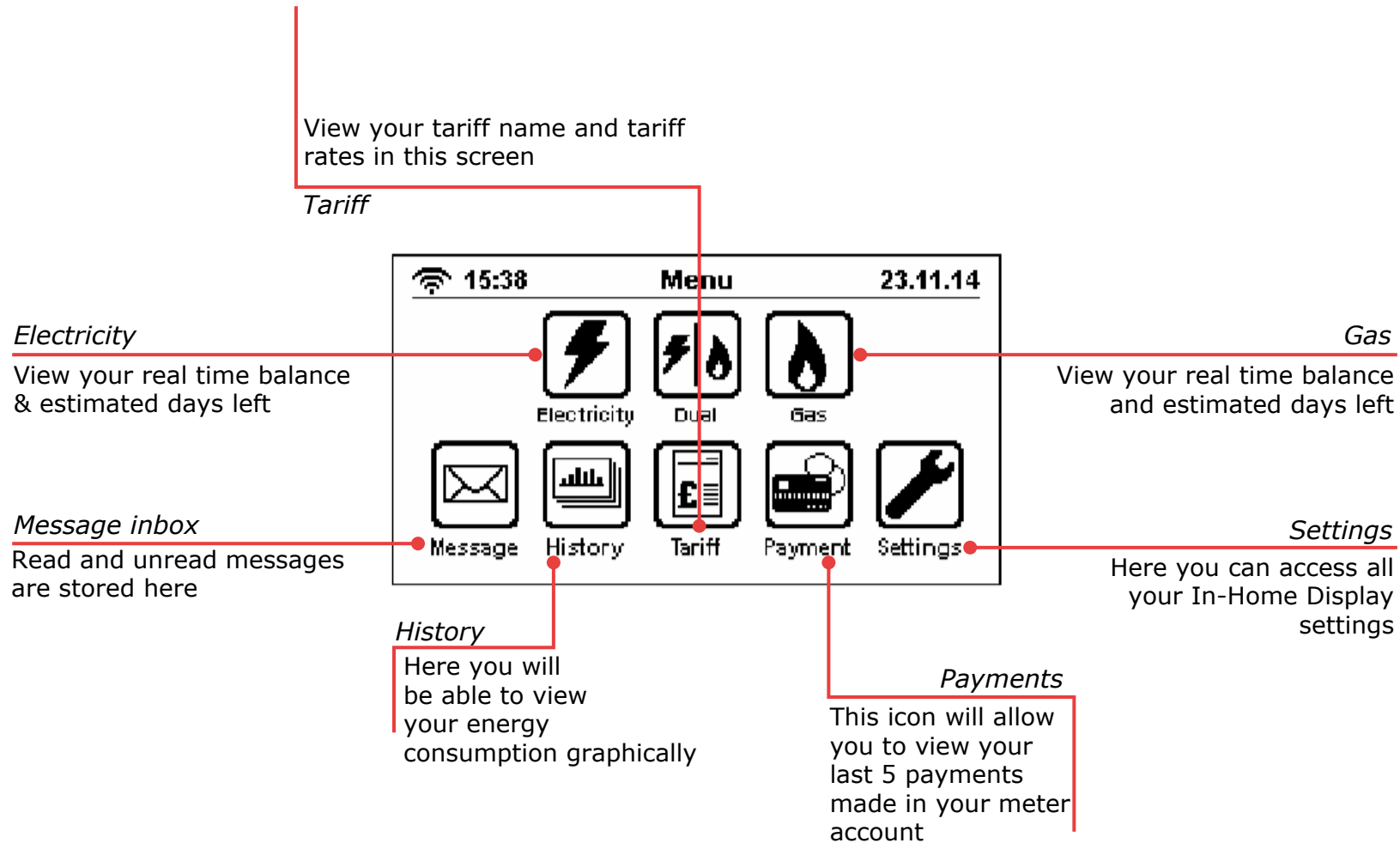
- Press 'Settings' on your IHD & then click on 'Network'
- The screen will display a message that says 'Waiting for home area network' – this means your In-Home Display is searching for your Smart Meter
- Once the In-Home Display is successfully paired the  symbol will now show as  & the screen will return to the Settings menu.
- If the In-Home Display does not successfully pair this may be due to the device asking for a PIN, if this should occur please contact our agents on our Live Chat via our website and have your Mac ID ready as they will need this to generate your pin. You can locate your Mac ID on the underside or back of your device.



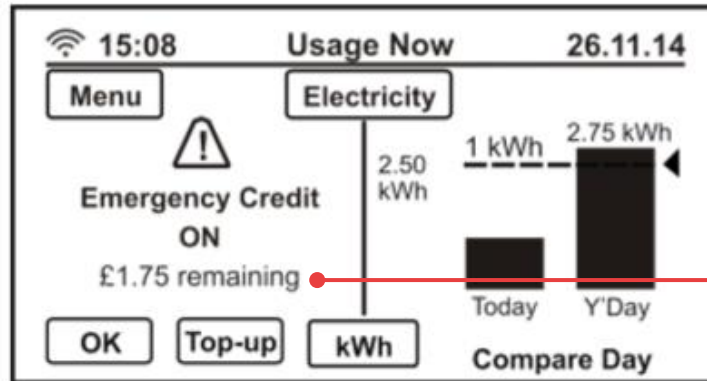
In-Home Display



Main Menu



Emergency Credit



Your meter will notify you when your credit is low, when it does this it will give you the option of topping up or to activate your emergency credit (E-credit), if you do not select to activate the emergency credit then you will later see a screen which says 'Supply off', your In-Home Display will again offer you the opportunity to activate the E-credit.

We offer £5.00 Emergency Credit and your meter will indicate how much is remaining.

When you go to top up your meter after using Emergency Credit be mindful you will need to fully repay what you have used as well as standing charges for the days you have been in E-credit.

Friendly Credit

In addition to Emergency Credit you will also have access to Friendly Credit (FC). Friendly Credit means if your credit runs out during evenings, weekends or bank holidays you will not lose supply but instead the meter will continue to run a balance as if you are in emergency – even if your Emergency Credit runs out. As with Emergency Credit, the Friendly Credit must be paid back in full, including the standing charges for the time in Friendly Credit

Friendly credit hours:

Monday – Thursday: 7:30pm – 12pm the following day

Friday: 7:30pm until 12pm Monday

All Bank holidays

