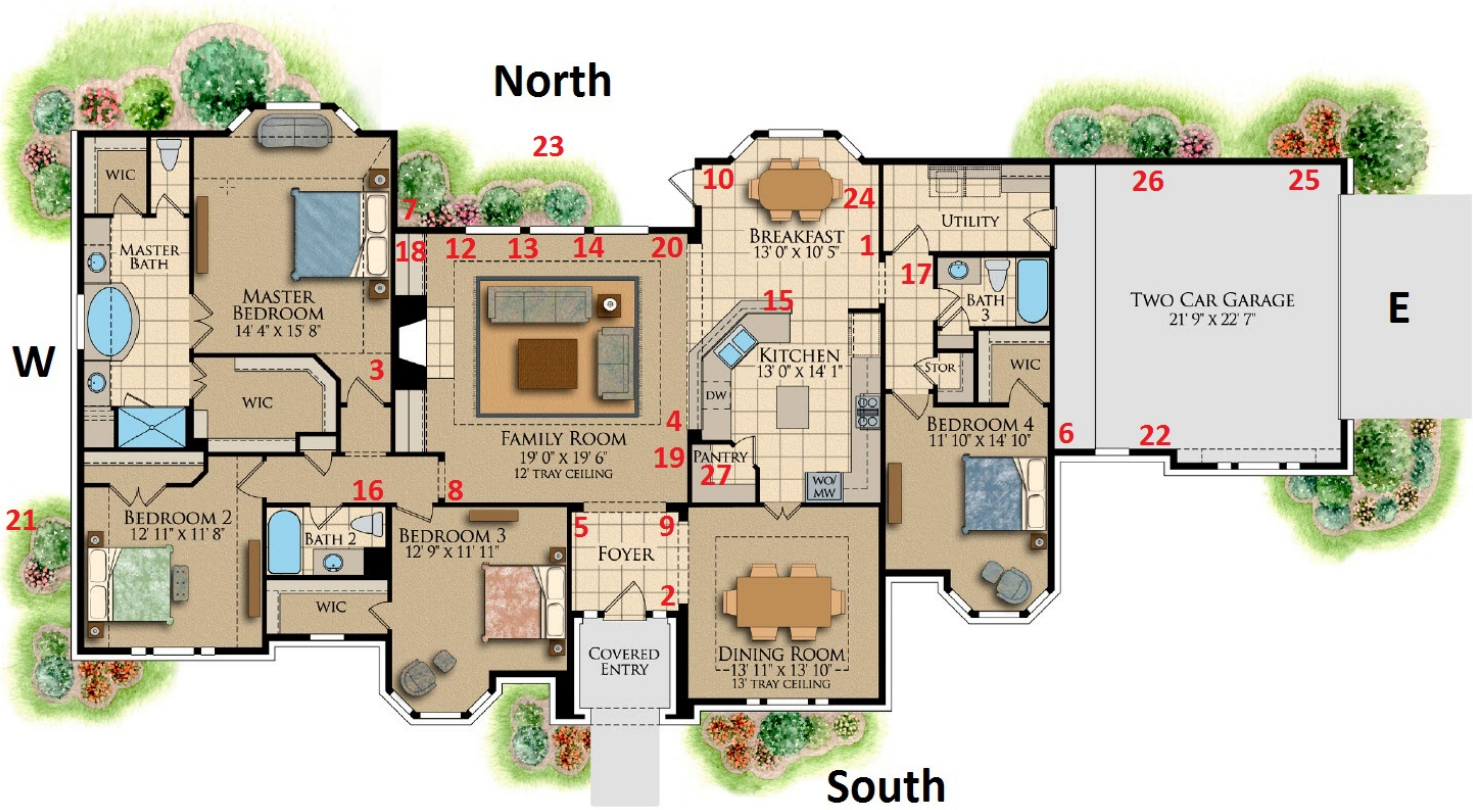
Mainstreet America (MSA) Demonstration Guide

NOTE: The Wakefield model home (the NRG Smart Home) faces south. All directional information for locations of devices contained in this document is based on that orientation. The entry side of the house is the south side. The garage side of the house is the east side. The master bedroom side of the house is the west side. The side of the house with the breakfast room and back yard / patio view is the north side.



Security Devices

1. Devices
    a. 2GIG Security Control panel (2GIG-CONTROL2-345)

i. Number of security panels installed in house: One (1).
    1. Location: Breakfast room east wall **(1)**.

ii. How the control panel is powered:
    1. Power adapter plugged into 120V electrical receptacle located in the attic above foyer.

iii. What the control panel does:
    1. Communicates wirelessly with and controls all non-camera security devices in the home.
        a. Sensors (using non-networked RF signals)
        b. Smart Plugs (using networked Z-Wave signal)
        c. Thermostats (using networked Z-Wave signal)
        d. Lock (using networked Z-Wave signal)
    2. Maintains a cellular connection with a monitoring station.
    3. Can be manipulated using the onsite iPad Air or a computer using a web browser.
    4. The MSA security control panel is partially locked down to prevent tampering and mischief.

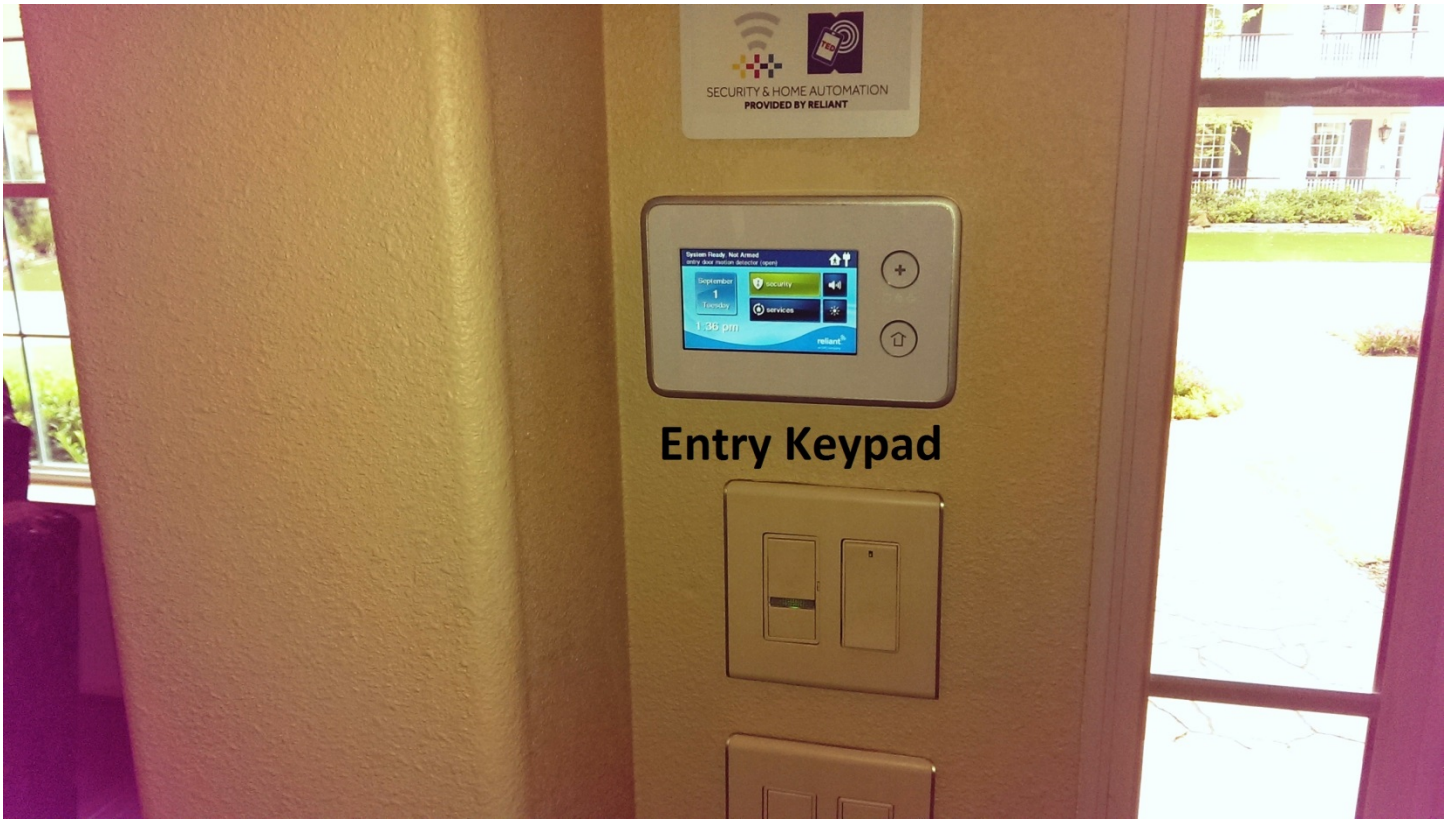
iv. What the control panel doesn't do:
    1. Serve as the primary interface for demonstration of the system.
        a. The iPad serves as the primary interface for system demonstration.

2. Make noise.
    a. The control panel speaker has been disconnected.
    b. The keypads speakers are not disconnected.
3. Turn things on and off.
    a. The iPad is used to send commands such as turning the lights on or off and locking and unlocking the demo lock.

v. Troubleshooting the security control panel:
1. Control panel is not receiving power (the power status icon in upper right corner of display has a red X superimposed on the plug).
    a. Power is fed from a single 120V electrical circuit into which the power adapter for the panel is plugged.
    b. The 120V outlet is located above the foyer.
    c. The simplest way to check power is to verify that the circuit breaker is not switched off at the circuit breaker panel in the garage.
        i. No breakers covered with red tape should be switched off.
        ii. If any breakers are switched off, first pull the red tape to the side and then re-engage the breaker switch.
        iii. NOTE: It will take some time for the entire system to come back online if power is interrupted.
    d. The other potential power situation is the pantry switches.
        i. All pantry switches should remain on.
        ii. If any pantry switches are off, turn them back on.
        iii. NOTE: It will take some time for the entire system to come back online if power is interrupted.
2. Control panel is displaying a low backup battery indication (the low backup battery icon is displayed in the upper right corner of the display).
    a. It is normal for the low backup battery icon to appear when power to the control panel has been interrupted for longer than a few hours.
        i. The low backup battery icon does not indicate that the backup battery is not being charged. It only indicates that the backup battery is testing low at any given time.
        ii. NOTE: Normally the low backup battery icon will clear once the backup battery passes approximately 50% of total potential charge.
3. Control panel is indicating that it is not ready due to a sensor being open (message appears across the top of the display indicating a sensor is open).
    a. If any of the window sensors or the back door sensor are left open the security button on the display will be yellow in color until the sensor is closed.
    b. Once the sensor is closed the security button should return to a green color.
4. Control panel is armed by a guest (control panel or app indicate a state other than disarmed).
    a. If the system is armed by a guest, press the Disarm button and enter the Master User code (1111).

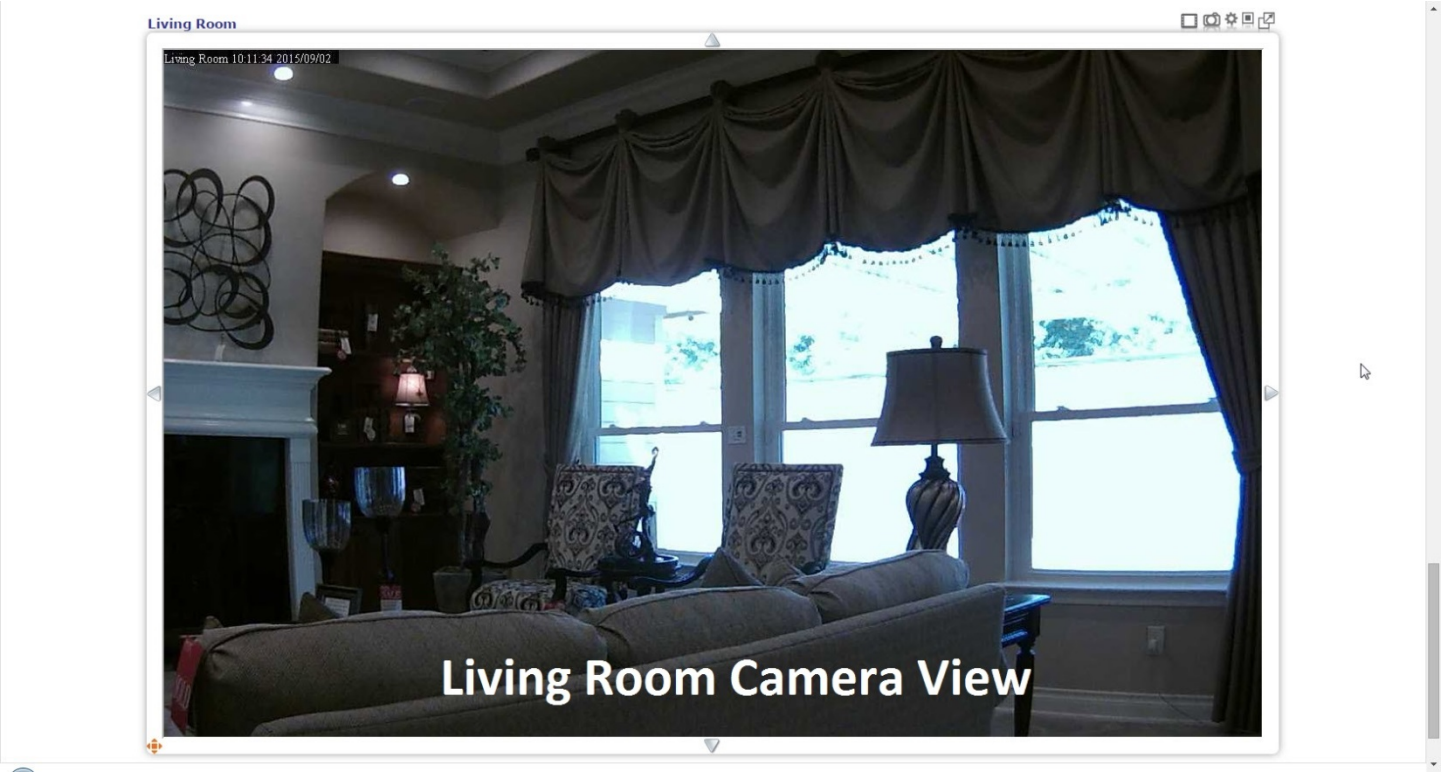
5. Control panel has been armed and tripped by a guest.
    a. If the system is armed and tripped by a guest, press the Disarm button and enter the Master User code (1111).
6. Control panel is not responding to commands being sent from the app or customer portal.
    a. Check the radio status of the control panel by following this procedure:
        i. Press the Reliant icon in the lower right corner of the screen.
        ii. Enter the installer code for the system (1201)
        iii. Observe the radio status at the bottom of the left column.
            1. Radio status should be displayed in a green box.
            2. If the radio status box is yellow or red, the cellular radio is not receiving a strong signal which may result in additional lag time between sent commands and the devices in the system.
7. Should the screen pick up enough fingerprints that cleanliness is a concern, use a screen cleaner or optical cloth to clear them up.

b. 2GIG Touchscreen Keypad (2GIG-TS1)



i. Number of keypads installed in house: Two (2).
    1. Location 1: Entry next to entry door east side **(2)**.
    2. Location 2: Master bedroom east wall near room entry **(3)**
ii. How the keypads are powered:
    1. Power adapter plugged into 120V electrical receptacle located in the attic above foyer.
iii. What the keypads do:
    1. Communicates wirelessly with and controls the security system through the primary control panel.
    2. Can be used to execute arming and disarming commands but not to configure the security system.
    3. Settings applied to the primary control panel will be mirrored on the keypad.
iv. What the keypads don't do:
    1. Configure or change system parameters.
        a. The control panel is used for configuration of all security system parameters and options.
v. Troubleshooting the keypads:
    1. Should the screen pick up enough fingerprints that cleanliness is a concern, use a screen cleaner or optical cloth to clear them up.

c. ADC Pan and Tilt Camera (V620PT)

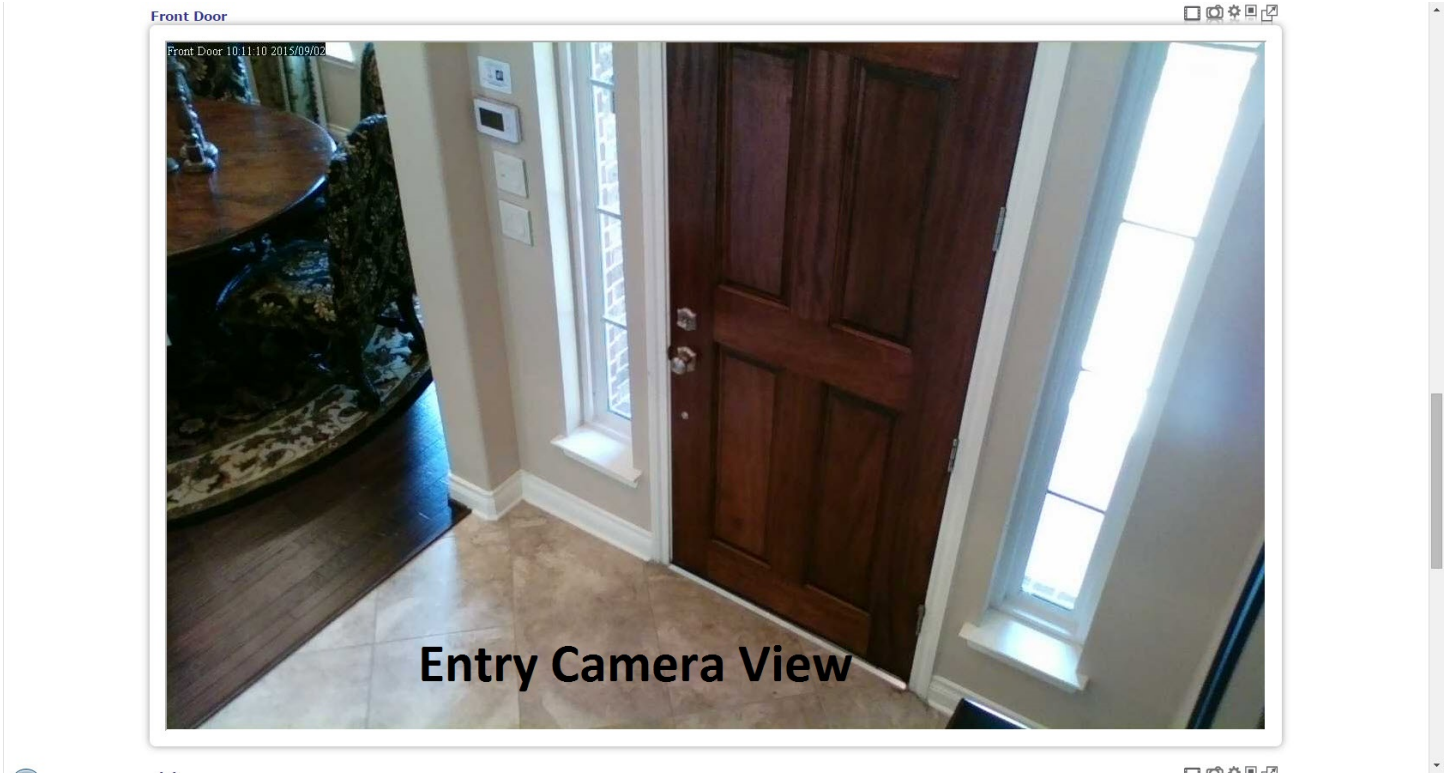


i. Number of V620PT cameras installed in house: One (1).
    1. Location: Kitchen counter facing living room **(4)**.
ii. How the V620PT camera is powered:
    1. Power adapter plugged into 120V electrical receptacle located in the attic above foyer.
iii. What the V620PT camera does:
    1. Up to 720p live viewing resolution
    2. Up to 720p recording resolution
    3. Connects using a broadband Wi-Fi signal
    4. Pans through 350 degrees of travel
    5. Tilts through 125 degrees of travel
    6. Can be mounted upside down and the image “flipped” for viewing using the camera configuration interface.
    7. Video signal can be steered and viewed using the app or a computer browser.
iv. What the V620PT camera doesn’t do:
    1. Spin around in circles.
        a. The V620PT camera will rotate through roughly 350 degrees but is not capable of spinning around through a full circle.
    2. Provide “night vision.”
        a. The V620PT does not have IR lighting and it cannot illuminate objects for IR images. It works in low-light but not no-light conditions.
    3. Work outside.
        a. The V620PT is not weather-hardened. It must be used indoors.
    4. Provide 1080P resolution.

a. The maximum resolution of the V620PT is 1280x800, or 720P, resolution.

v. Troubleshooting the V620PT camera:
    1. Camera view does not appear on the iPad.
        a. Check power is connected at camera.
            i. If power disconnected, reconnect and wait for camera to come back online.
        b. Check antenna connected at camera.
            i. If antenna is loose, tighten and straighten antenna.
            ii. If antenna is missing a new antenna will be necessary.
        c. Check breakers.
            i. If Reliant power circuit is shut off, all other Reliant devices will also be off. Re-engage breaker and wait for camera to come back online.
        d. Check pantry switches.
            i. If any pantry switches have been turned off, some or all other Reliant devices will also be off. Turn switch(es) back on and wait for camera to come back online.
        e. Disconnect power at the rear of the camera for ten seconds, then reconnect and wait for camera to reset and come back online.

d. ADC Fixed Camera (V520)



i. Number of V520 cameras installed in house: One (1).
    1. Location: Foyer northwest corner facing entry door **(5)**.

ii. How the V520 camera is powered:
    1. V520 power adapter plugged into 120V electrical receptacle located in the attic above foyer.

iii. What the V520 camera does:
    1. Up to 720p live viewing resolution
    2. Up to 720p recording resolution
    3. Connects using a broadband Wi-Fi signal
    4. Fixed mount
    5. Video signal can be viewed using the app or a computer browser.
    6. Provide a basic "starter" of "base" camera for use with the security system.

iv. What the V520 camera doesn't do:
    1. Provide "night vision."
        a. The V520 does not have IR lighting and it cannot illuminate objects for IR images. It works well enough in normal light but not in low-light or no-light.
            i. The iris on the V520 is fixed at f2.4. All the other ADC cameras sport fixed irises at f1.8.
    2. Provide a wide-angle viewpoint.
        a. The V520 has a narrower field of view (by roughly half) than the other ADC cameras.
    3. Provide 1080P resolution.
        a. The maximum resolution of the V520 is 1280x800, or 720P, resolution.

v. Troubleshooting the V520 camera:
    1. Camera view does not appear on the iPad.
        a. Check power is connected at camera.
            i. Camera mounting location makes disconnection unlikely.
        b. Check antenna connected at camera.
            i. Camera mounting location makes antenna disconnection unlikely.
        c. Check breakers.
            i. If Reliant power circuit is shut off, all other Reliant devices will also be off. Re-engage breaker and wait for camera to come back online.
        d. Check pantry switches.
            i. If any pantry switches have been turned off, some or all other Reliant devices will also be off. Turn switch(es) back on and wait for camera to come back online.
        e. Disconnect power at the breaker for ten seconds, then re-engage breaker and wait for camera to come back online.
            i. Alternate method- pull V520 power adapter from power supply in attic above foyer. Wait ten (10) seconds, plug power adapter back in, and wait for camera to reset.
        f. NOTE: turning the breaker off will also power cycle all other Reliant equipment.

e. ADC Fixed Low Light Camera (V520IR)

i. Number of V520IR cameras installed in house: One (1).
    1. Location: Garage southwest corner facing northeast toward garage door **(6)**.

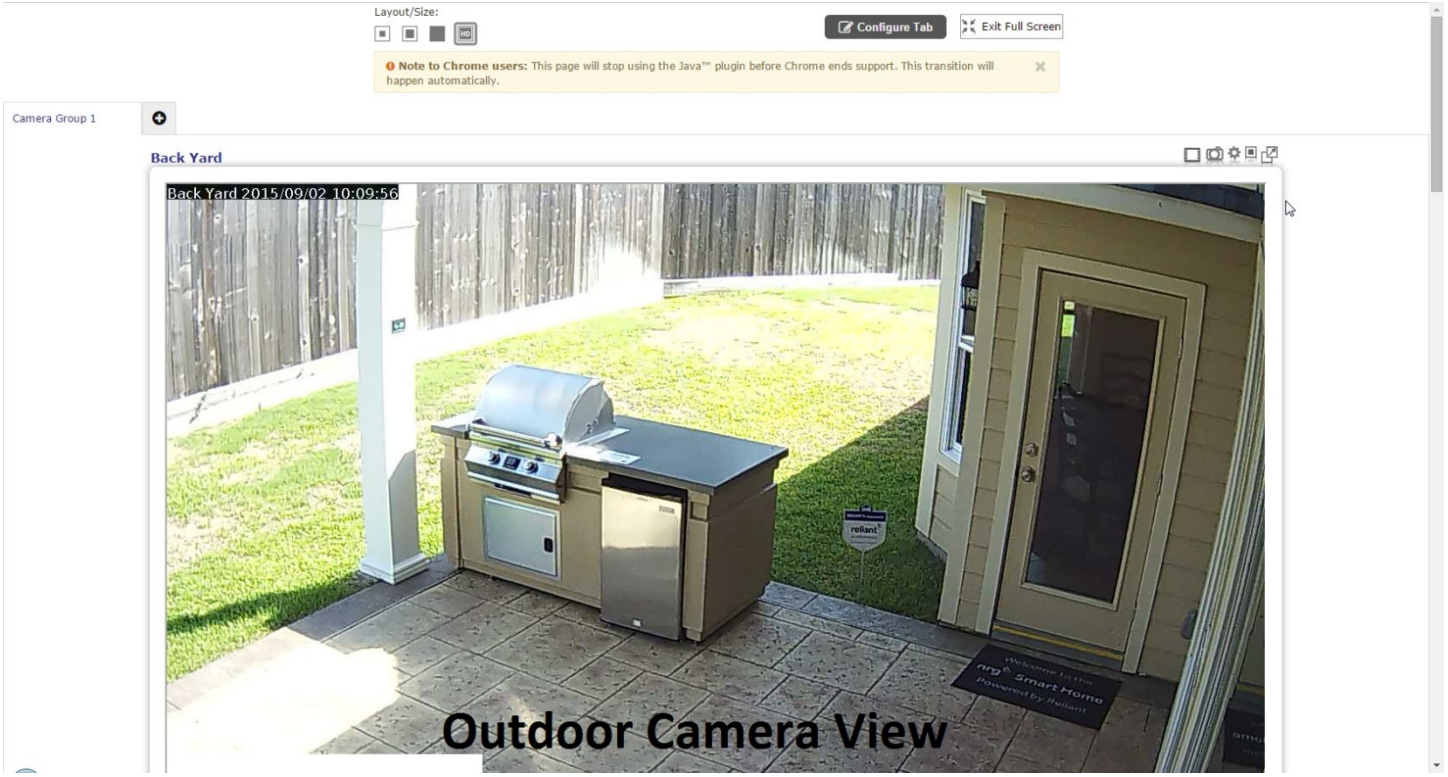
ii. How the V520IR camera is powered:
    1. V520IR power adapter plugged into 120V electrical receptacle located in the attic above foyer.

iii. What the V520IR camera does:
    1. Up to 720p live viewing resolution
    2. Up to 720p recording resolution
    3. Provides low-light video signal using IR lighting
    4. Connects using a broadband Wi-Fi signal
    5. Fixed mount
    6. Video signal can be viewed using the app or a computer browser.

iv. What the V520IR camera doesn't do:
    1. Record video all the time.
        a. The V520IR, like the other ADC cameras, is not capable of *recording* video on a non-stop basis.
            i. The camera view of the V520IR can be viewed remotely at any time but recording is limited to clips.
    2. Provide 1080P resolution.
        a. The maximum resolution of the V520IR is 1280x800, or 720P, resolution.

v. Troubleshooting the V520IR camera:
    1. Camera view does not appear on the iPad.
        a. Check power is connected at camera.
            i. Camera mounting location makes disconnection unlikely.
        b. Check antenna connected at camera.
            i. Camera mounting location makes antenna disconnection unlikely.
        c. Check breakers.
            i. If Reliant power circuit is shut off, all other Reliant devices will also be off. Re-engage breaker and wait for camera to come back online.
        d. Check pantry switches.
            i. If any pantry switches have been turned off, some or all other Reliant devices will also be off. Turn switch(es) back on and wait for camera to come back online.
        e. Disconnect power at the breaker for ten seconds, then re-engage breaker and wait for camera to come back online.
            i. Alternate method- pull V520IR power adapter from power supply in attic above foyer. Wait ten (10) seconds, plug power adapter back in, and wait for camera to reset.
        f. NOTE: turning the breaker off will also power cycle all other Reliant equipment.

f. ADC Fixed Outdoor Camera (V721W)



i. Number of V721W cameras installed in house: One (1).
    1. Location: North wall facing east northeast toward patio door **(7)**.

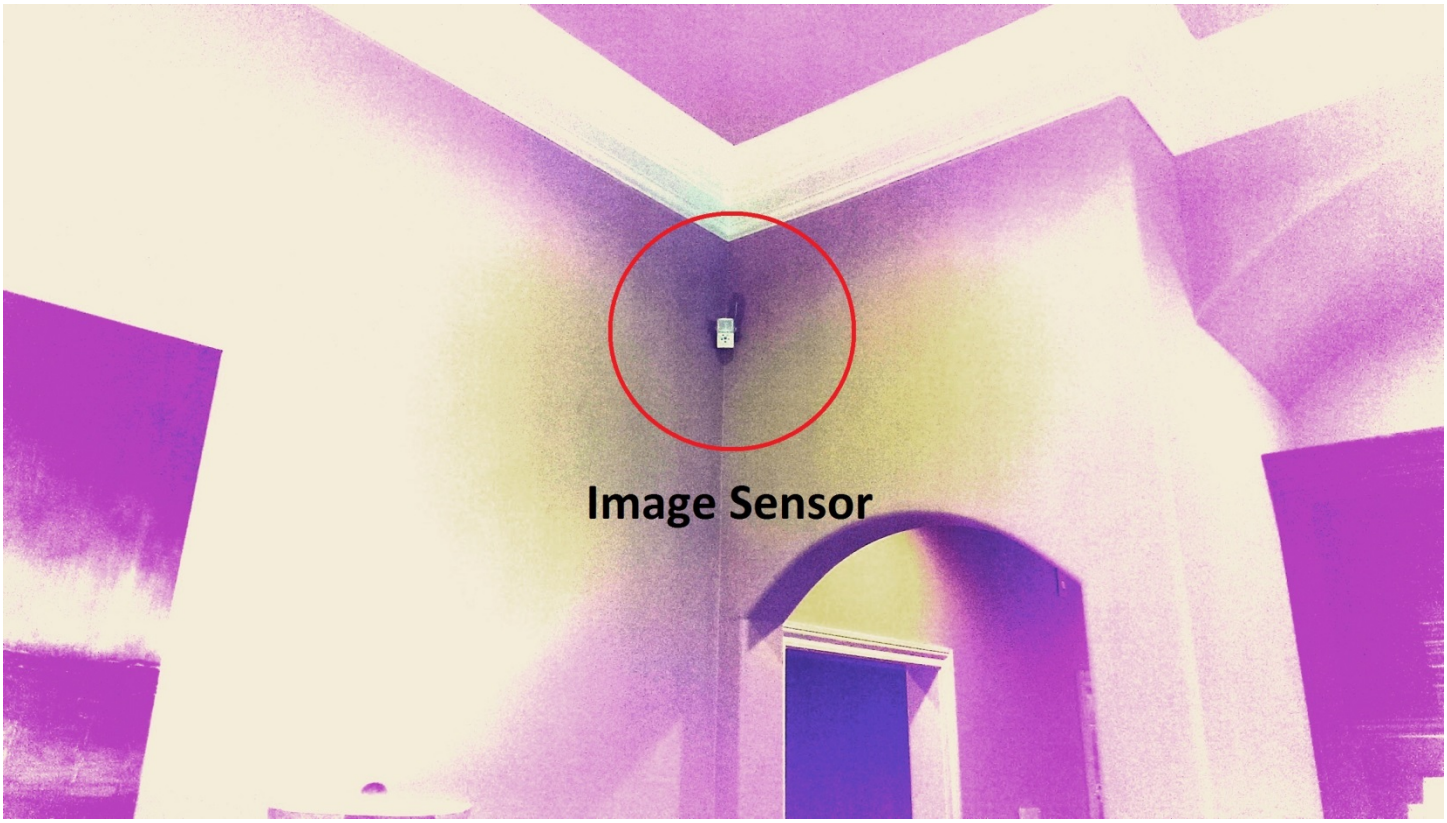
ii. How the V721W camera is powered:
    1. V721W power adapter plugged into 120V electrical receptacle located in the attic above foyer.

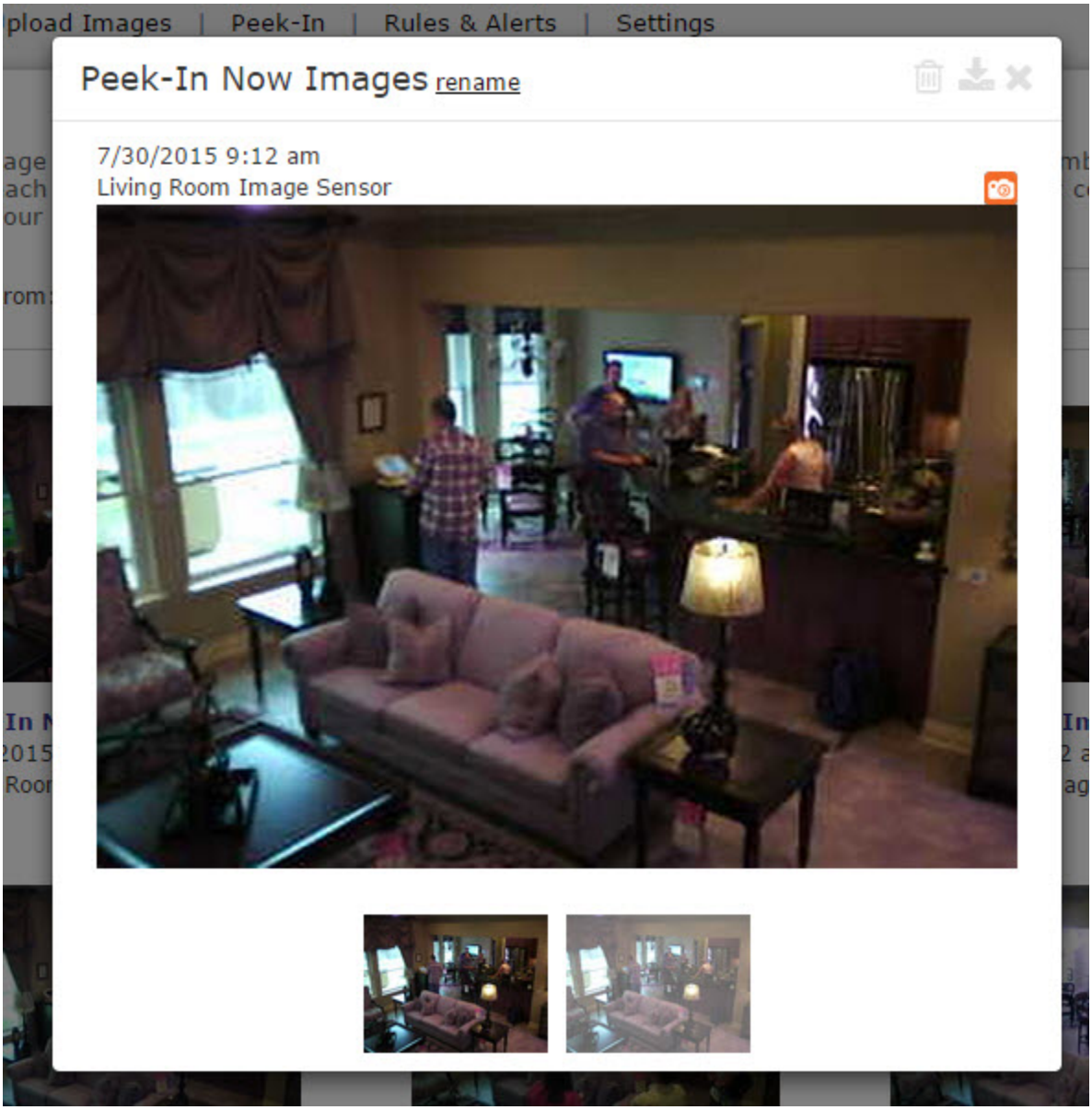
iii. What the V721W camera does:
    1. Up to 720p live viewing resolution
    2. Up to 720p recording resolution
    3. Provides low-light video signal using IR lighting
    4. Weather resistant housing suitable for outdoor use
    5. Connects using a broadband Wi-Fi signal
    6. Fixed mount
    7. Video signal can be viewed using the app or a computer browser.

iv. What the V721W camera doesn't do:
    1. Survive complete water immersion.
        a. The V721W camera is weather-hardened, but not water-proof. It should be mounted under an eave, overhang, or soffit whenever possible simply to protect it from direct contact with precipitation.
    2. Provide 1080P resolution.
        a. The maximum resolution of the V520IR is 1280x800, or 720P, resolution.

v. Troubleshooting the V721W camera:
    1. Camera view does not appear on the iPad.
        a. Check power is connected at camera.
            i. Camera mounting location makes disconnection unlikely.
        b. Check antenna connected at camera.
            i. Camera mounting location makes antenna disconnection unlikely.
        c. Check breakers.
            i. If Reliant power circuit is shut off, all other Reliant devices will also be off. Re-engage breaker and wait for camera to come back online.
        d. Check pantry switches.
            i. If any pantry switches have been turned off, some or all other Reliant devices will also be off. Turn switch(es) back on and wait for camera to come back online.
        e. Disconnect power at the breaker for ten seconds, then re-engage breaker and wait for camera to come back online.
            i. Alternate method- pull V721W power adapter from power supply in attic above foyer. Wait ten (10) seconds, plug power adapter back in, and wait for camera to reset.
        f. NOTE: turning the breaker off will also power cycle all other Reliant equipment.

g. 2GIG Image Sensor (ADC-IS-200-GC)





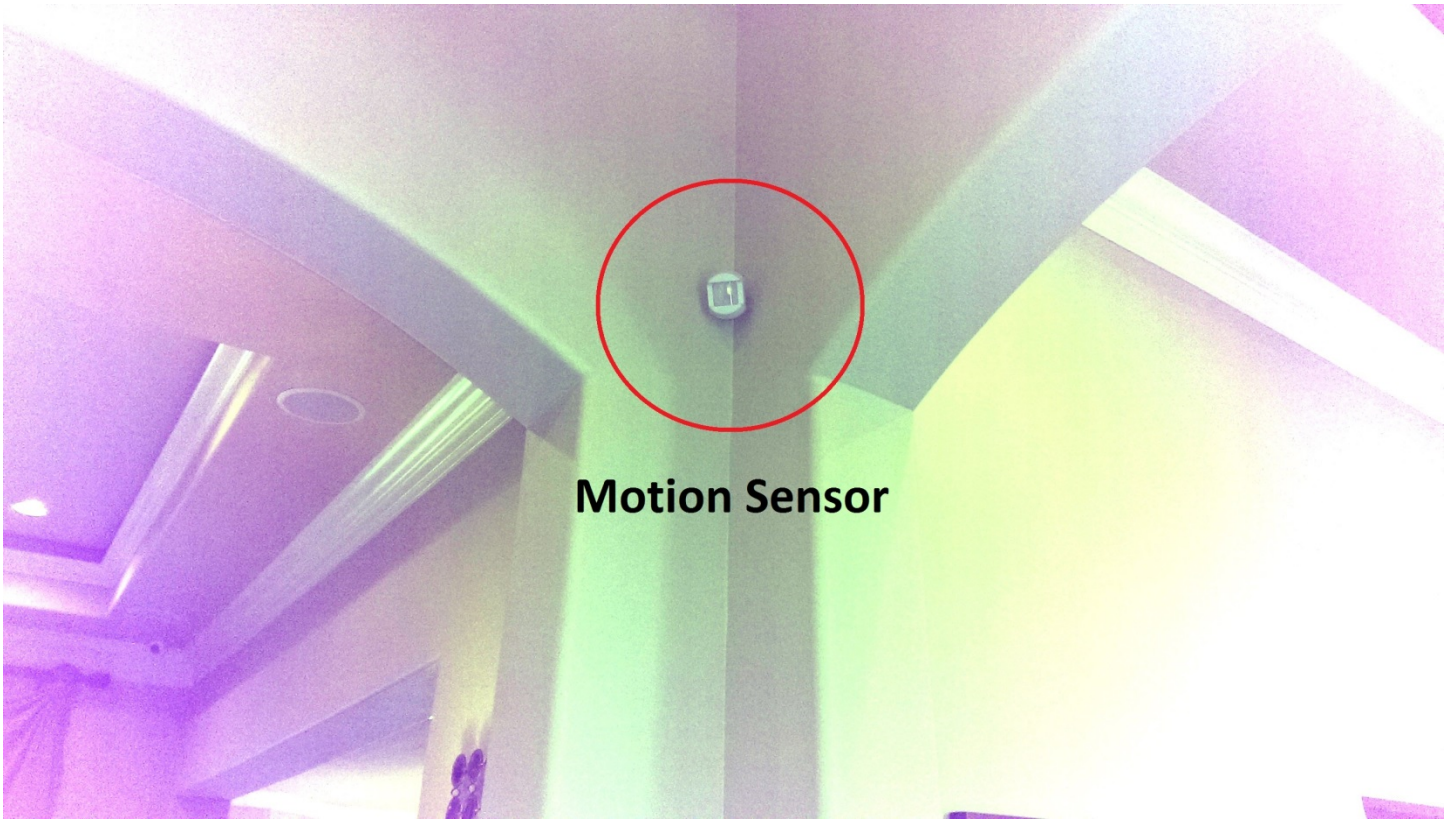
i. Number of image sensors installed in house: One (1).
    1. Location: Family room high southwest corner **(8)**.
ii. How the image sensor is powered:
    1. Two (2) Lithium AA batteries
iii. What the image sensor does:
    1. QVGA resolution (320 x 240 pixels).
    2. Communicates wirelessly with the primary control panel using a add-on transceiver.
    3. Configurable PIR sensitivity and pet immunity settings.
    4. Color images (except when low-light conditions exist)
    5. Night vision image capture with infrared flash
    6. Images can be downloaded and viewed in app and on user portal.
    7. Fixed mount

8. Tamper detection.

iv. What the image sensor doesn't do:
    1. Provide high-resolution images.
        a. Images captured by the image sensor are relatively low but usually provide enough detail to identify people in view when captures are triggered.
    2. Provide video.
        a. The image sensor captures still images only. It does not capture video at any resolution.
    3. Deal well with tampering.
        a. The image sensor requires a stable mounting and is affected by door slams, heavy footsteps on an upstairs floor, or other structure-shaking events.
            i. The image sensor senses movement. If the image sensor is moved itself it interprets that movement as being tampered with.

v. Troubleshooting the image sensor:
    1. Control panel reports low battery in sensor.
        a. Batteries require replacement with similar Lithium AA batteries.

h. 2GIG Passive Infrared (IR) Motion Sensor (2GIG-PIR1-345)



i. Number of motion sensors installed in house: One (1).
    1. Location: Foyer northeast corner facing entry door **(9)**.
ii. How the motion sensor is powered:
    1. One (1) 3V CR123A Lithium battery
iii. What the motion sensor does:
    1. Contains a passive infrared (PIR) sensor.
    2. Communicates wirelessly with the primary control panel
    3. Fixed mount
    4. Configurable coverage area and pet immunity.
iv. What the motion sensor doesn't do:
    1. Provide video or still images.
        a. The motion sensor is not equipped with an sort of image capture sensor. It sense motion but nothing else.
    2. Deal well with tampering.
        a. The motion sensor requires a stable mounting and is affected by door slams, heavy footsteps on an upstairs floor, or other structure-shaking events.
            i. The image sensor senses movement. If the image sensor is moved itself it interprets that movement as being tampered with.
v. Troubleshooting the motion sensor:
    1. Control panel reports low battery in sensor

a. Batteries require replacement with similar 3V CR123A Lithium battery.

i. 2GIG Thin Door / Window Sensor (2GIG-DW10-345)

i. Number of thin door / window sensors installed in house: Four (4).
    1. Location 1: Patio Door **(10)**.
    2. Location 2: Left (west) family room window **(12)**.
    3. Location 3: Middle family room window **(13)**.
    4. Location 4: Right (east) family room window **(14)**.

ii. How the door / window sensors are powered:
    1. Two (2) Lithium CR2032 batteries (no battery in magnet).

iii. What the door / window sensors do:
    1. Mounts (with double-sided tape of small screws) to a surface adjacent to a door or window-mounted magnet to sense movement of the door or window.
    2. Interacts with the magnet and senses movement of the magnet when magnet is attached to the door or window to be monitored.
    3. Can be configured to accept inputs from pre-existing wired sensors.

iv. What the thin door / window sensors don't do:
    1. Accept power from existing power leads or electrical wires.
        a. The thin door / window sensor is battery powered and does not require power from any source.
    2. Run forever.
        a. Batteries in the thin door / window sensor will eventually require replacement.

v. Troubleshooting the thin door / window sensors:
    1. Control panel reports sensor is open.
        a. Check door or window to ensure it is completely closed.

2. Control panel reports low battery in sensor.
    a. Batteries require replacement with similar CR2032 Lithium batteries.

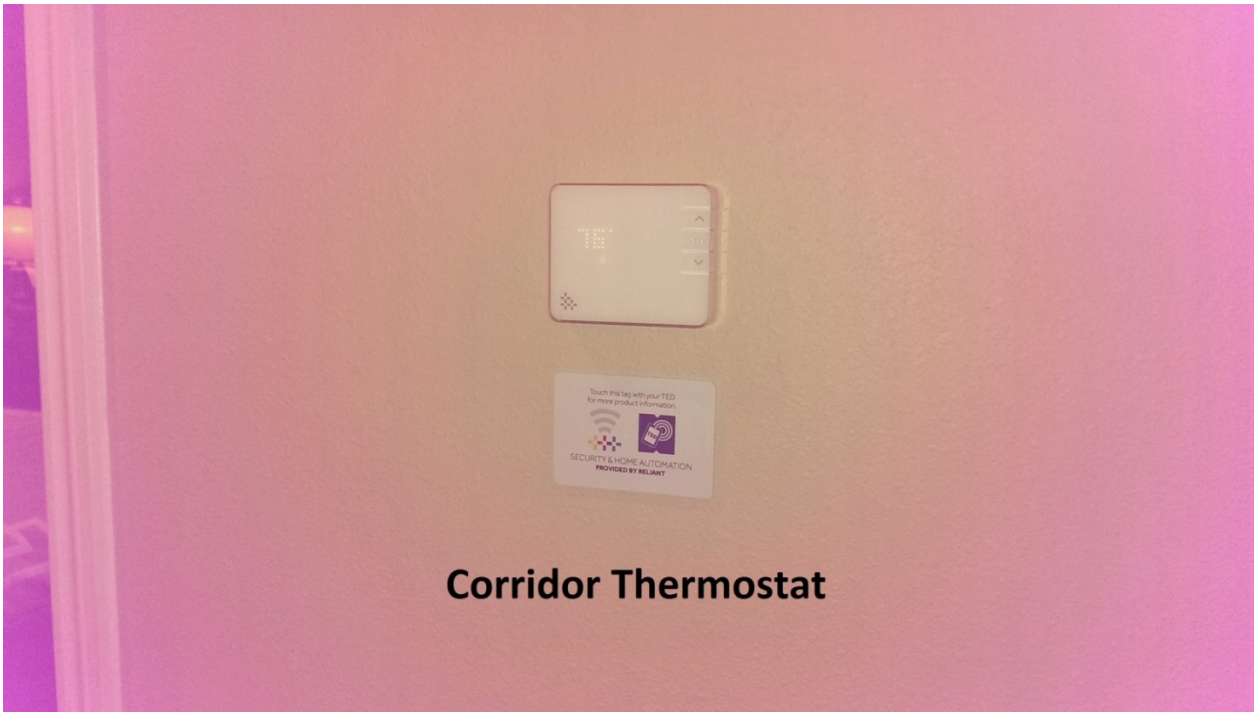
j. Kwikset Deadbolt Lock (914)

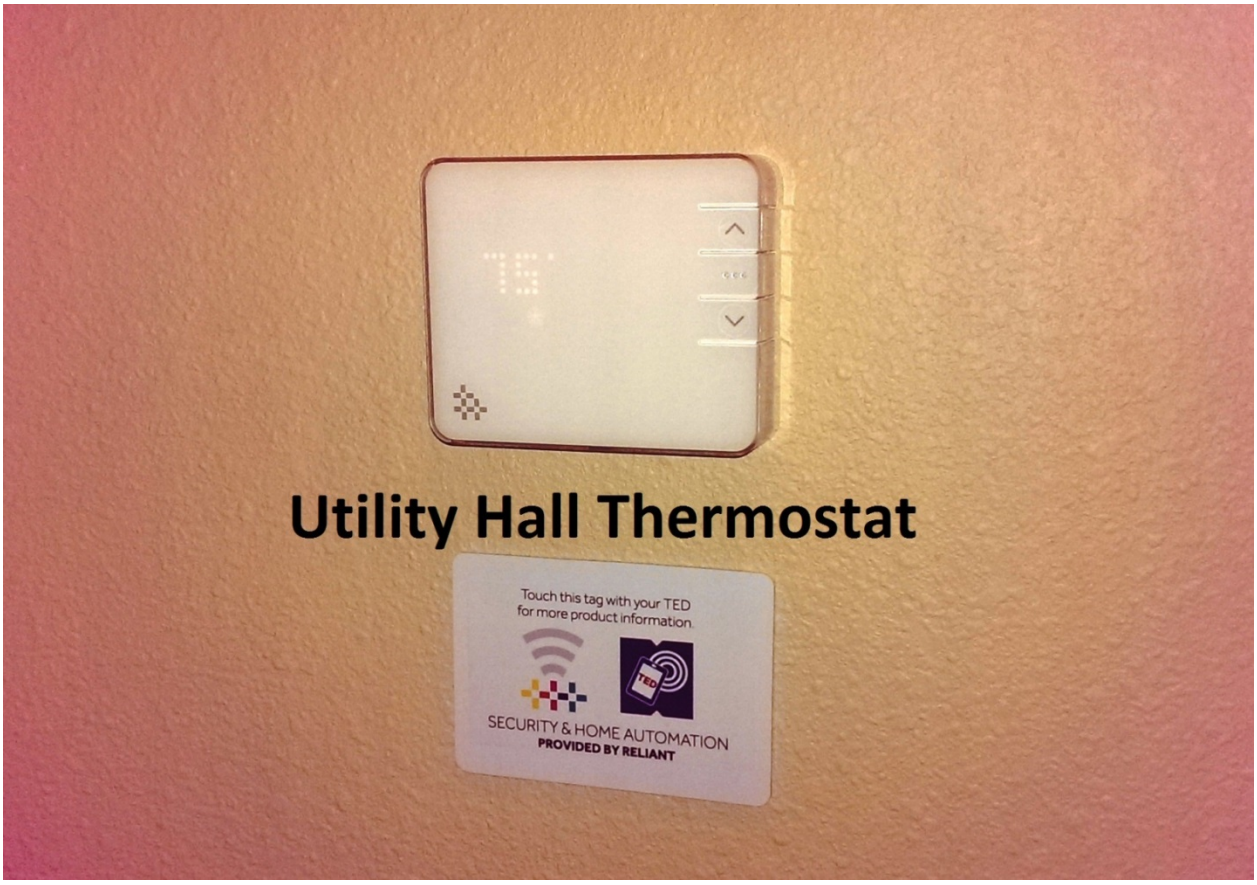
i. Number of deadbolt locks installed in house: One (1).
    1. Location: Kitchen counter near control panel **(15)**.
ii. How the lock is powered:
    1. Four (4) Lithium AA batteries.
iii. What the lock does:
    1. Functions exactly like a normal deadbolt lock except that it can be controlled remotely via a wireless Z-Wave mesh network.
    2. Codes can be set up for regular or limited-time use
    3. Also has a key and thumb switch for manual use
    4. Key can be reset using the KwikSet SmartKey
    5. Available in a variety of finish options.

k. What the lock doesn't do:
    1. Protect better than a normal deadbolt lock.
        a. At its heart, the lock is still a deadbolt lock. The door and frame structure have to be hardened to increase the effectiveness of any deadbolt lock- including this remote-controlled version.

ii. Troubleshooting the lock:
    1. Lock does not respond to lock or unlock commands.
        a. LED on thumb switch side of lock flashing red.
        b. Batteries require replacement with similar Lithium AA batteries.
        c. NOTE: See battery change procedure in the appendix to this document.
    2. Lock is slow (more than 6-8 seconds) to respond to lock or unlock commands
        a. Check LED on thumb switch side of lock.
            i. If LED is flashing red, replace batteries.
            ii. If LED is flashing green, try moving the lock to a location close to the primary control panel and so the keypad side faces the primary control panel.

l. Reliant Thermostat (T2000)





i. Number of thermostats installed in house: Two (2).
    1. Location 1: Wall adjacent to bathroom 2 **(16)**.
    2. Location 2: Wall adjacent to bathroom 3 **(17)**.

ii. How the thermostats are powered:
    1. Four (4) Alkaline AA batteries.

iii. What the thermostats do:
    1. Functions exactly like a normal thermostat except that it can be controlled remotely via a wireless Z-Wave mesh network.
    2. Controls the central HVAC system
    3. Compatible with 95% of installed HVAC systems
    4. Simple display and only three button-operation
    5. Can be configured using the customer web portal.

iv. What the thermostats don't do:
    1. Control the HVAC system in the NRG Smart Home.
        a. The thermostats are mounted on the walls but not connected to the HVAC system at the NRG Smart Home.
    2. Work with incompatible HVAC systems.
        a. The remaining 5% if installed HVAC systems do not and cannot work with the Reliant thermostat.
    3. Control certain ancillary HVAC-related equipment
        a. At the time of this writing the Reliant thermostat does not control humidifiers or dehumidifiers.
    4. Show you a pretty picture.
        a. The Reliant thermostat is a thoroughly robust solution but the display is simplified.

v. Troubleshooting the thermostats:
    1. Should the buttons or face pick up enough fingerprints that cleanliness is a concern, use a screen cleaner or optical cloth to clear them up.
    2. NOTE: See battery replacement procedure in the appendix to this document.

m. Jasco Smart Plug (45702 Lamp Module)

i. Number of smart plugs installed in house: Two (2).
    1. Location 1: Middle bookshelf northwest corner family room **(18)**.
    2. Location 2: On hutch east wall family room near V620PT camera **(19)**.

ii. How the smart plugs are powered:
    1. 120V electrical receptacle (provides pass-through for plug in which it's inserted).

iii. What the smart plugs do:
    1. Is controlled remotely via a wireless Z-Wave mesh network.
    2. Allows control of the lamp connected to it
    3. Has a pass-through outlet so the electrical plug in which it is inserted is not blocked
    4. Button on front of smart plug also functions as a manual on/off switch for the controlled plug.

iv. What the smart plugs don't do:
    1. Block an outlet
        a. There is a pass-through outlet on the uncontrolled side of the smart plug that effectively allows a device to be plugged into both sides of the smart plug- one controlled device and one uncontrolled.

v. Troubleshooting the smart plugs:
    1. Smart plugs display a malfunction message on the iPad.
        a. Send a turn on or turn off command to the smart plug.
            i. Most often a malfunction message is generated because power to the electrical receptacle was interrupted and the smart plug has not received a command to refresh its state.
    2. Smart plugs do not respond to turn on or turn off commands.
        a. Retry the turn on or turn off command.
            i. Once paired, unless power to the receptacle has been interrupted, it is unlikely that the smart plug will need any other end-user service.
    3. Smart plugs are slow to respond to turn on or turn off commands.
        a. Retry the turn on or turn off command.
            i. Once paired, unless power to the receptacle has been interrupted, it is unlikely that the smart plug will need any other end-user service.

n. <u>iPad Air</u>

i. Number of iPads installed in house: One (1).
    1. Location: North wall family room next to right (east) window **(20)**.
ii. How the iPad is powered:
    1. AC adapter plugged in next to the stand.
iii. What the iPad does:
    1. Provides an interactive way for customers to manipulate the remote-controlled switches, locks, and thermostats while also functioning as the primary control interface for the security system.
    2. Video and Image Sensor monitoring
    3. Security system arming, disarming, and self-monitoring.
iv. What the iPad doesn't do:
    1. Configure or change configuration of the security system.
        a. This must be done from the security control panel.
    2. Allow browsing or other activities.
        a. The iPad is set up with guided access to deny use for any other purpose than controlling the security system devices using the Reliant Connect app.
v. Troubleshooting the iPad:
    1. Malfunction messages remain indicated in the Security Status display.
        a. Close and restart the Reliant app.

i. Press the button on the left of the display three times quickly to exit guided access mode.
ii. After confirming intention to log out, log out of the app.
iii. Log back into the app.
    1. Case sensitive ID: MSAReliantDemo
    2. Case sensitive PW: MSAReliantDemo1
iv. Press the button on the left of the display three times quickly to enter guided access mode.

2. Should the screen pick up enough fingerprints that cleanliness is a concern, use a screen cleaner or optical cloth to clear them up.

2. Other Devices
    a. <u>Generac 16KW backup generator</u>

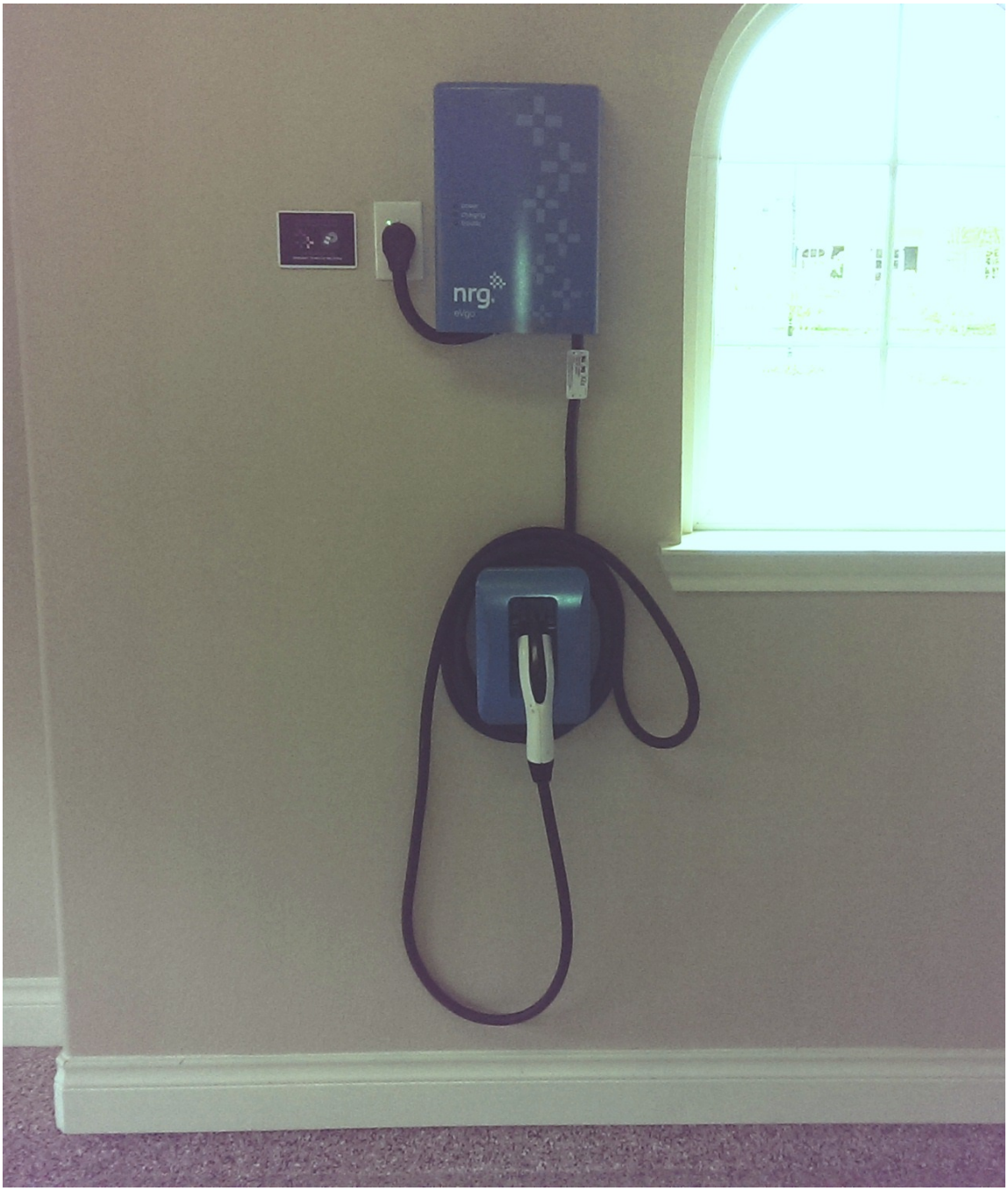
i. Number of generators installed in house: One (1).
    1. Location: Outdoor west wall outside of bedroom 2 **(21)**.

ii. What the generator does:
    1. Provides backup power when utility service is interrupted.
        a. The generator can be configured to provide power to the entire house, or more commonly to a subset of electrical circuits in the house.
    2. Runs on the gas supply to the home.
        a. Either LP gas or standard natural gas can be used to fuel the generator.

iii. What the generator doesn't do:
    1. Provide alternative power for the house.
        a. The generator does not fully replace utility electrical service to a dwelling. It only provides power for a period of time.

iv. Troubleshooting the generator:
    1. No troubleshooting.

b. <u>EVGo Charging Station</u>



i. Number of charging stations installed in house: One (1).
    1. Location: Garage south wall **(22)**.
ii. What the charging station does:
    1. Charges compatible electric and hybrid-electric vehicles
    2. Automatically shuts off when full charge is achieved.
iii. What the charging station doesn't do:
    1. Charge a variety of devices.

a. The EVGo charging station is a dedicated system that is used to charge only compatible electric or hybrid automobiles.

iv. Troubleshooting the charging station:

1. No troubleshooting. The EVGo charging station is functional (for level 2 charging) but it is not used.

c. Solar Haven

i. Number of Solar Havens installed in the house: One (1).
    1. Location: Above patio north side of house **(23)**.
ii. What the solar haven does:
    1. Provides solar-generated electricity for use in the home.
iii. What the solar haven doesn't do:
    1. Work.
    2. Get sold in Texas
        a. As of this writing the Solar Haven is not sold in the Texas market.
iv. Troubleshooting the solar haven:
    1. No troubleshooting. The Solar Haven is inert.

d. Ka-On Interactive Display

i. Number of interactive displays installed in house: One (1).
    1. Location: Breakfast room east wall **(24)**.
       NOTE: the flat screen TV located in the garage on the north wall is not a Reliant-owned device.

ii. What the interactive display does:
    1. Provides an interactive experience for customers who are interested in Reliant / NRG electricity options.

iii. What the interactive display doesn't do:
    1. Work as a standard television.
        a. The display is capable of working as a standard television but in the MSA application it is not connected to a tuner or other source input.

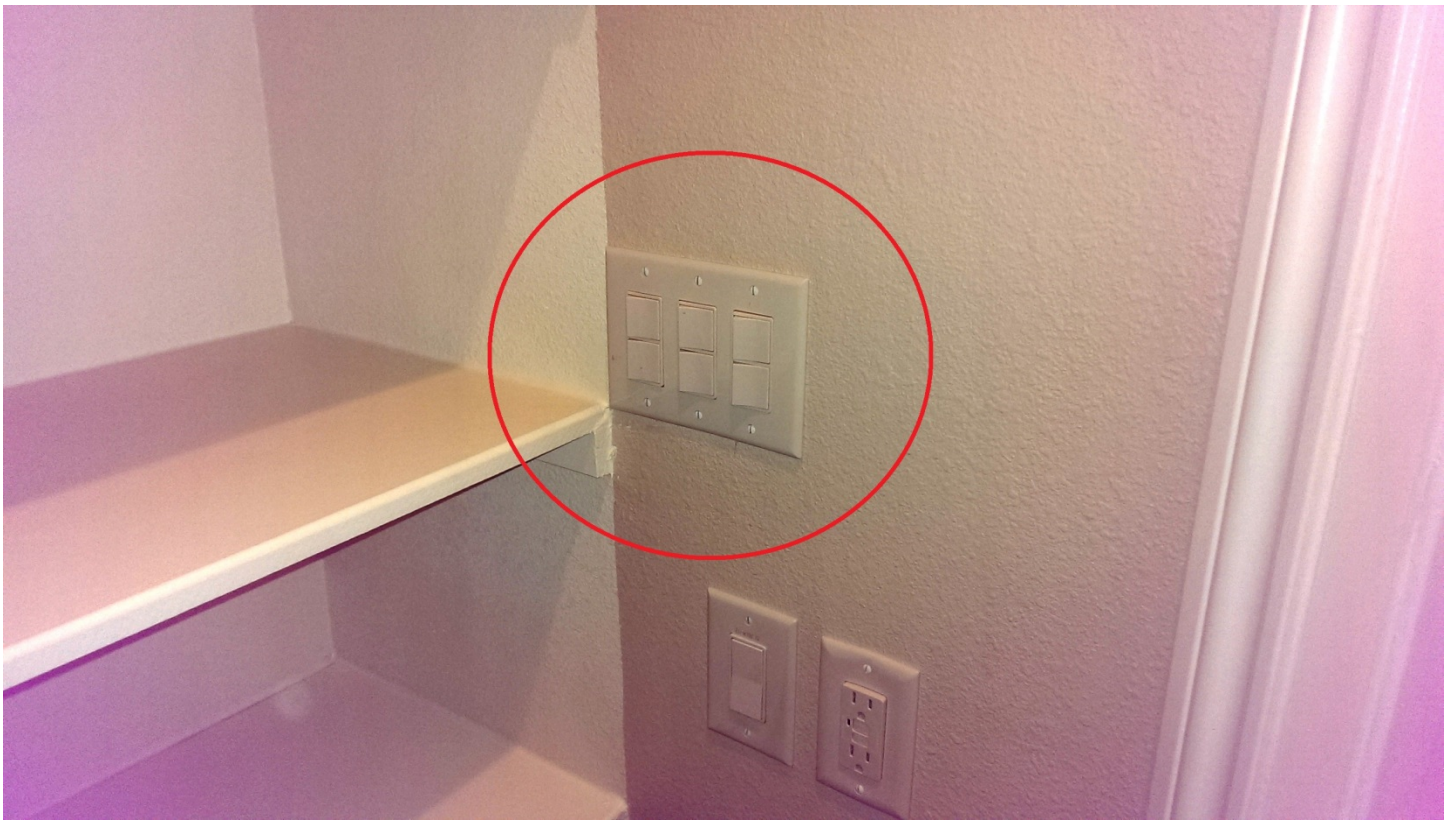
iv. Troubleshooting the interactive display:
    1. No troubleshooting. The screen is a touch display.
    2. Should the screen pick up enough fingerprints that cleanliness is a concern, use a screen cleaner or optical cloth to clear them up.

e. Goal Zero Display

i. Number of Goal Zero displays installed in house: One (1).
    1. Location: Garage north wall adjacent to garage door **(25)**.
ii. What the Goal Zero display does:
    1. Showcases Goal Zero rechargeable products.
iii. What the Goal Zero display doesn't do:
    1. Work.
        a. The products on display are all live and real, but are not charged or used to power anything at the house.
iv. Troubleshooting the Goal Zero display:
    1. No troubleshooting. Devices are inert.
        a. Devices and associated tools are ***not*** secured.

3. Other Locations to Know
    a. <u>Circuit Breakers</u>
        i. Location: Garage north wall **(26)**.
        ii. What's important:
            1. MSA leaves the circuit used to power the cameras, keypads, and control panel on most of the time. However, occasionally the circuit is shut off at EOB or left off by the people who turn everything back on in the morning.
            2. Generally speaking when the circuit is switched back on all devices will come back online by themselves but it will take some time.

b. Pantry Switches
    i. Location: Pantry north wall **(27)**.
    ii. What's important:
        1. MSA leaves these switches on most of the time. However, occasionally a circuit is shut off at EOB and / or left off by the people who turn breakers back on in the morning.
        2. Generally speaking when the circuit is switched back on all devices will come back online by themselves but it will take some time.



Appendix- Replacing Batteries in Gen 1 Display Devices

Deadbolt Lock

The deadbolt lock requires periodic battery replacement. Follow this procedure to complete a deadbolt lock battery change.

1. Remove the rear cover from the lock by removing the two (2) Allen screws, one on each side of the lock.
    a. The Allen wrench for removing the cover screws is stored behind the iPad.

NOTE: Do not change the thumb switch position when removing the rear cover.

2. Pull the battery cartridge straight up and out of the inside lock assembly.

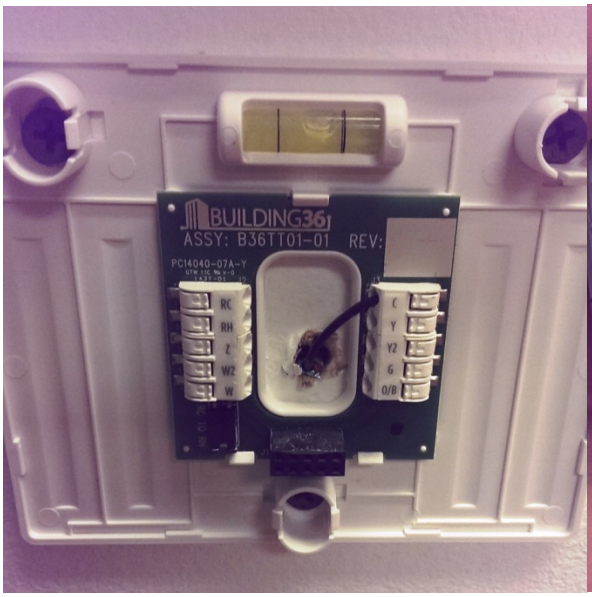
3. Remove the old batteries from the battery cartridge.
4. Install four (4) fresh Lithium AA batteries in the battery cartridge ensuring polarities are correct.
    a. Lithium batteries are used for their superior service life and the heavy loads known to exist on the demonstration lock.
5. Insert the battery cartridge back into the rear lock cover ensuring the “toward door” notation is visible and pointing toward the lock mounting plate.
    a. The lock should beep and the LED should flash green after the fresh batteries are inserted.
6. Reinstall the rear cover on the lock inside assembly.

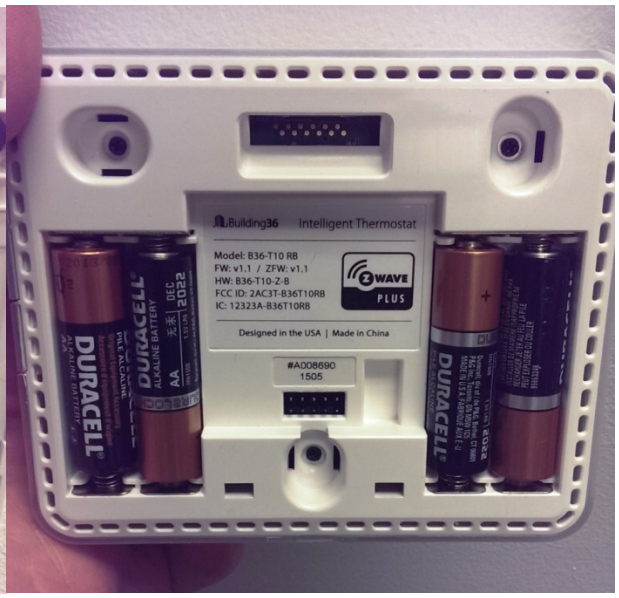
    NOTE: Any error or warning messages generated by low batteries or tampering while batteries are replaced should clear within a few minutes of the batteries being replaced.

Thermostats

The thermostats occasionally require battery replacement. Follow this procedure to complete a thermostat battery change.

1. Pull the thermostat body straight off of the thermostat back plate.





2. Remove the old batteries from the thermostat body.
3. Install four (4) fresh alkaline AA batteries in the thermostat body ensuring polarities are correct.
4. Push the thermostat body straight down onto the thermostat back plate.
    a. The thermostat should click into place when pushed down onto the back plate.

    NOTE: Any error or warning messages generated by low batteries or tampering while batteries are replaced should clear within a few minutes of the thermostat being remounted on the back plate.

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