

Install Guide & User Manual

NRG Home+ Conserve Package



Compatibility

Our NRG thermostat works with most 24V heating and cooling systems, including gas, electric, oil, solar, hot water, geothermal, forced air, heat pump and radiant. However, there are a few systems that are incompatible.

Incompatible systems include:

- HVAC systems with high-voltage controls. If your old thermostat is labeled 120V or 240V, or has thick wires or wire nuts, your system is high voltage.
- Systems with variable-speed fans. Check your HVAC documentation to confirm.
- At this time, humidifiers and dehumidifiers are not fully supported by the NRG thermostat.
- Proprietary systems such as:
 - Carrier Infinity
 - Bryant Evolution
 - Lennox iComfort
 - Honeywell Redlink



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Please read through these instructions before you begin installation.
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NOTE: HVAC systems do not follow a standard for control wiring. The 24V common wire, the 24V transformer power supply wire(s), and the 24V heat pump reversing valve power supply wire are labeled differently in some systems.



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If your system is incompatible, do not attempt to install the NRG Home+ Conserve package. If you are unsure about compatibility, or just want someone else to install it, professional installation is available. Call NRG Home Services at 1.855.457.5700 for more information.
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Contents

Install Guide

Ready to teach your house some new tricks?

Getting to know your Conserve package2

Setting up your **NRG Home+** system

Step 1: Installing your new thermostat4

Step 2: Pairing and using smart plugs 10

Step 3: Pairing and using your range extender 12

Step 4: Pairing your thermostat 14

Step 5: Connecting the gateway to the Internet 16

Step 6: Setting up your **NRG Home+** account 16

User Manual

Configuring your **NRG Home+** system

Adjusting your thermostat settings..... 17

Creating thermostat schedules..... 18

Creating thermostat rules and alerts 19

Advanced configuration..... 21

Setting up your smart plugs 22

Grouping your smart plugs 22

Putting your smart plugs on a schedule..... 23

Using the **NRG Home+** app..... 24

Setting up Geo-Services..... 27

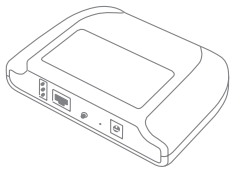
Frequently Asked Questions 28

Troubleshooting 32

Ready to teach your house some new tricks?

Welcome to your new **NRG Home+** Conserve package. Get connectivity, control and energy management from a smarter house. This guide will walk you through everything you need to get your gateway, smart plug, range extender and thermostat up and running.

Getting to know your Conserve package



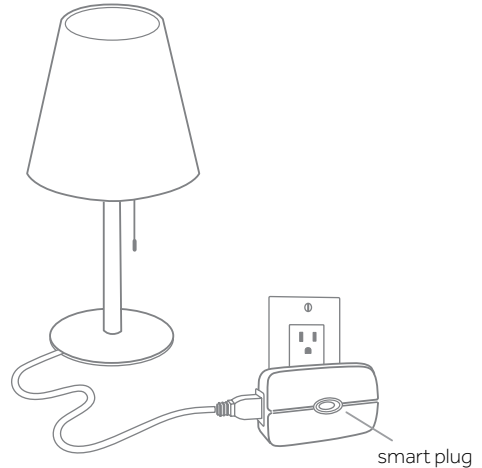
gateway



Ethernet cable



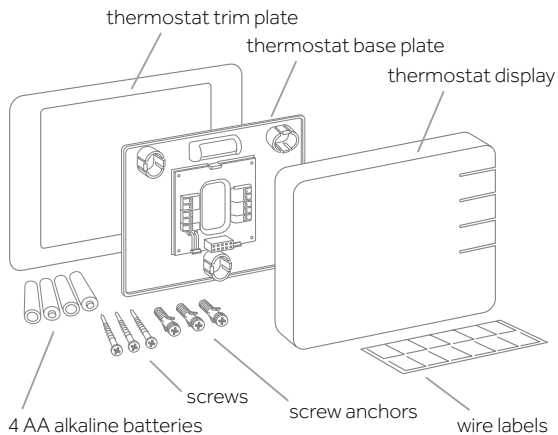
Range extender



The gateway is the hub that allows your new thermostat and smart plug access to the Internet.

The range extender strengthens network connectivity and maximizes reliability.

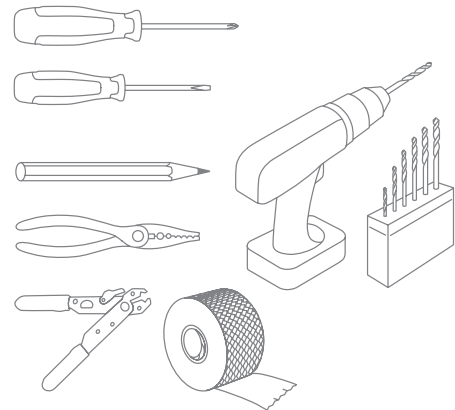
Plug lamps and other devices into your smart plug to control them remotely.



Your new thermostat can be controlled manually, but is at its best when managed remotely via the **NRG Home+** web portal and app.



Easily control your home heating, cooling and lighting anytime from anywhere with the **NRG Home+** app.



You will need:

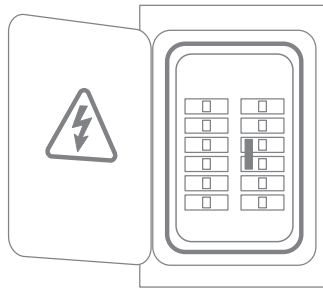
- Internet access via a home broadband router.
- Access to your home's main circuit breaker panel, HVAC compressor, and air handler.
- The tools shown above.
- $\frac{3}{16}$ " drill bit for use with wall anchors.

Setting up your NRG Home+ system

Step 1: Installing your new thermostat

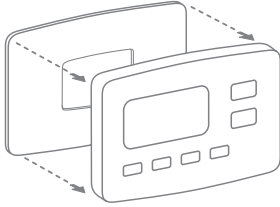


Before you install, confirm your existing HVAC system is working properly. If anything in your existing system does not work, consult an HVAC technician and have any necessary repairs completed prior to installation of your NRG thermostat.



- 1 Locate and turn OFF all circuit breakers associated with your HVAC system. Please note that your circuit breakers may have different labels such as furnace, AC, HVAC, blower, compressor, heater, etc. If you can't identify which circuit breakers to turn off, turn off the main circuit breaker to your whole house.
- 2 Some HVAC systems also have a circuit breaker or switch located by the compressor. If present, this circuit breaker must also be turned OFF at each compressor.
- 3 Check near the air handler (usually in the attic) for a switch that controls the fan. This switch may be labeled furnace, A/C, blower, fan, or something similar. If present, this switch must also be turned OFF.
- 4 Adjust the temperature on your old thermostat to confirm that your system is off. All circuit breakers and switches must remain OFF until thermostat installation is complete.

NOTE: Failure to follow these instructions may result in damage to your HVAC unit.



- 5 Unscrew or unclip the faceplate of your old thermostat and remove it from the wall.

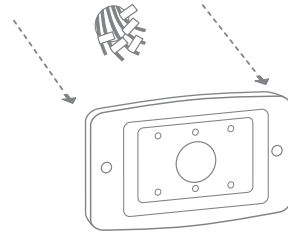


< Snap a pic in case you need it for reference.

- 6 Use the pre-labeled stickers that came with your kit to label each wire with the letter or letters matching the terminal it is connected to.

NOTE: Some manufacturers and HVAC systems use unique designations (for example: X1, T1, 1, 2, 3, B). Consider contacting an HVAC installer if you do not know how your HVAC system is configured.

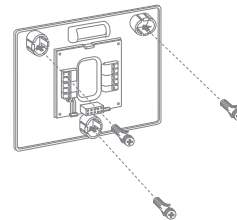
If your old thermostat has jumper wires (these may appear as shorter wires that connect wire ports) and you are unsure of your HVAC system type, consider professional installation.



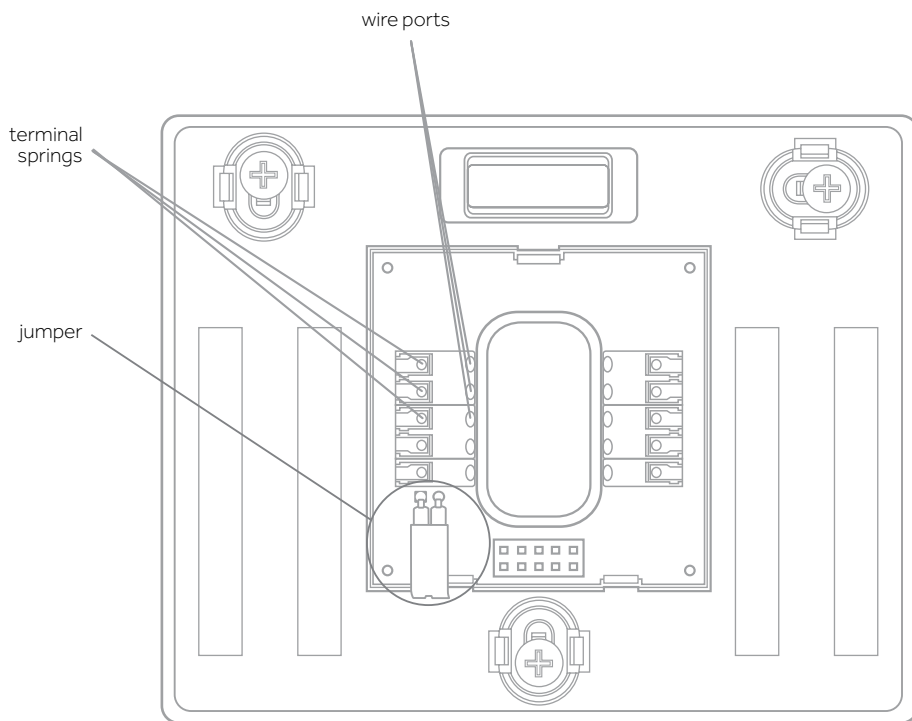
- 7 Disconnect and straighten each wire from the old baseplate.

If a C wire is connected, disconnect and straighten it first. Avoid letting any disconnected wires slip back into the wall.

TIP: As an added precaution, consider covering the exposed wire ends with electrical tape before removing the old thermostat baseplate from the wall. Then remove tape from each wire as you insert it into the new thermostat.



- 8 If needed to cover existing holes or marks from the old thermostat, place the provided trim plate on the wall (smooth side out), then attach the new base plate using a pencil and the level in the plate to mark where the screws will go. Feed the wires through the hole in the center of the base plate and attach the base plate to the wall with the provided screws (and anchors if needed).



- 9 Ensure $\frac{1}{4}$ " of clean exposed wire is showing. If a C wire is present, insert it first. Ensure that the wires have been fully inserted into the connectors by tugging on each wire AFTER it has been inserted. When fully inserted, the wire will remain connected. If the wire remains loose, you may need to ensure that the wire is straight and has enough exposed wire. To remove wires, depress the terminal spring and pull the wire out of the connector.

WIRING GUIDELINES

If your old thermostat had only one R wire going into RC, RH or R, how the other wires were connected to your old thermostat will determine how the single R wire is connected to the NRG thermostat.

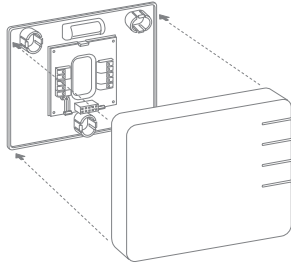
- If no Y wire was connected to your old thermostat, connect the R wire to RH.
- If no W wire was connected to your old thermostat, connect the R wire to RC.
- If a Y wire and a W wire were connected to your old thermostat, connect the R wire to either RH or RC.
- Do not remove the jumper (circled in the picture to the left) from your NRG base plate.

If your old thermostat had separate RC and RH wires, make sure you pull down on the jumper (circled in the picture to the left) to remove it from the NRG base plate. Then connect your RC wire to the connector labeled 'RC' and your RH wire to the connector labeled 'RH'.

Failure to remove the jumper from the NRG base plate when separate RC and RH wires are present will damage your HVAC system.

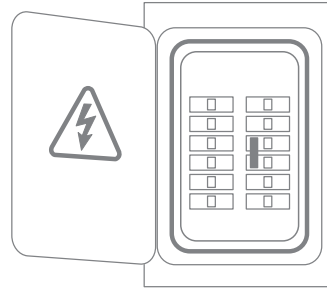
Do you have a heat pump with an O and B wire, but no C wire? In a standard heat pump system, the C wire provides 24V power while the O and B terminals are used to power the reversing valve in a heat pump. However, some manufacturers have used O or B as the C wire in certain models. If you have a heat pump and do not know how your HVAC system is configured, contact a HVAC installer. Installing an O or B wire that has been configured as a C wire could damage your heat pump transformer.

Don't connect any extra wires that weren't connected to the old thermostat. If your existing wires were connected to wire terminals that do not exist on your NRG thermostat, consider a professional installation or call technical support at 1.844. PLUS NRG.



- 10 Press any excess wire slack back into the wall to allow for clearance of the thermostat. Install the provided AA batteries in the new thermostat body. Ensure that the thermostat is turned OFF by pressing and releasing the mode (middle) button on the thermostat to cycle through the different modes until only the temperature and no other icons are displayed. Then firmly press the thermostat into the base plate, ensuring the pins on the thermostat are aligned correctly with the header on the base plate.

NOTE: Use only new alkaline batteries for the NRG thermostat. Batteries should be replaced annually.

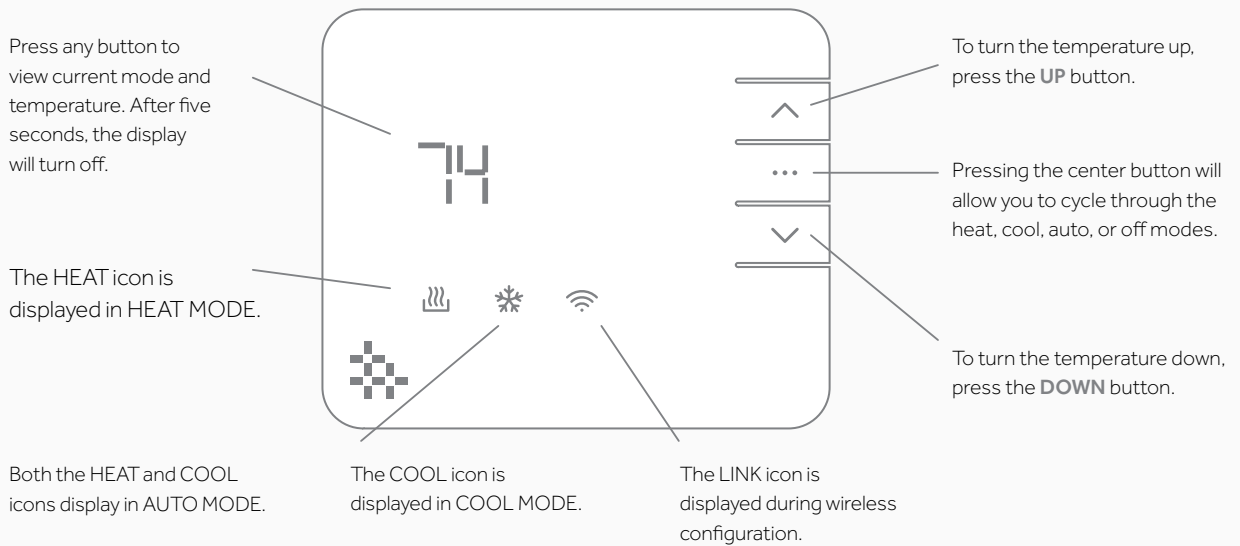


- 11 Double-check you have installed and wired your NRG thermostat properly. Then turn the attic fan switch (if present) back ON first, then all of the HVAC circuit breakers you turned OFF during installation back ON. The NRG thermostat will default to generic preset heating and cooling schedules.

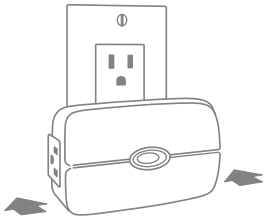


Recycle your thermostat responsibly, as some thermostats contain mercury. Contact the Thermostat Recycling Corporation at thermostat-recycle.org for more information.

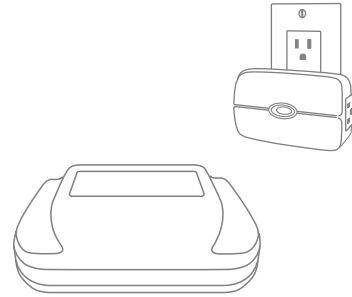
MANUAL THERMOSTAT OPERATION



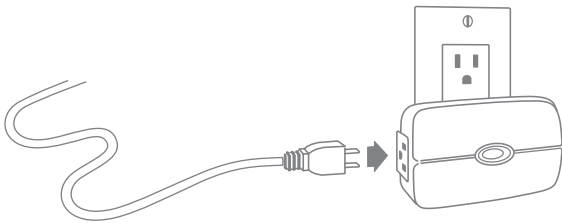
Step 2: Pairing and using smart plugs



- 1 Plug the smart plug into an outlet near the device (such as a lamp) you wish to control remotely.



- 4 Bring your gateway to the outlet nearest to your smart plug, and connect it to the outlet. (You will need simultaneous access to both devices.)



- 2 Plug your device into the smart plug outlet that has the Z-Wave logo. This outlet gives your device access to the **NRG Home+** network.

- 3 Turn the device on. You will turn it on/off via the network later.

NOTE: The smart plug outlet without the Z-Wave logo provides power only, but is not controlled by the **NRG Home+** network.

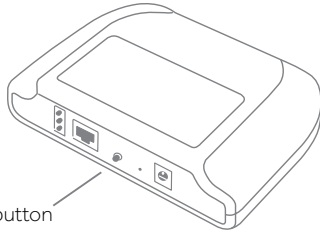
NOTE: At this point, the gateway does not need to be connected to the Internet. When the gateway is first plugged in, all of the LEDs may flash momentarily. Please wait until only the green link is blinking before attempting to pair devices with the gateway.



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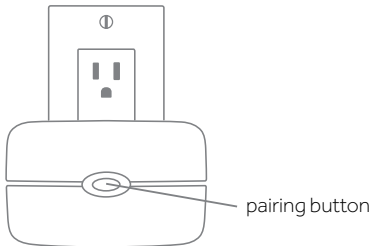
This smart plug is not intended for use with large appliances. Devices plugged into the smart plug's networked outlet must not exceed 600 watts. Total load capacity for both outlets is 1800W (15 amps).

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add/remove button

- 5 Tap the Add/Remove button on the back of the gateway. The gateway's yellow light will begin to blink. If the red light begins to blink, you have held the Add/Remove button down for too long. Tap the button again to reset so that only the green light is blinking.



- 6 While the gateway's yellow light blinks, tap the button on the front of your smart plug. When pairing is complete, the yellow light on the gateway will stop blinking and remain lit. The red and green lights may briefly flash before the yellow light turns solid. If the yellow light on the gateway does not stop blinking, try tapping the button on the smart plug again.



When adding plugs to the network, tap the Add/Remove button only once. Don't hold the button down.

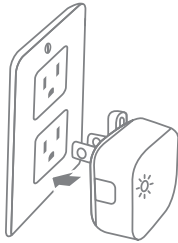


Keep your smart plugs plugged in! Once your smart plugs have been added to the network, they will also function as network range extenders. Even if they're not used to turn attached devices on or off remotely they will improve network signal strength as long as they are plugged in.

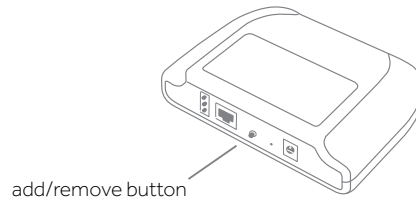


Not sure if your devices have been successfully paired? You can check pairing status after Step 5 (Connecting the gateway to the Internet) by logging in to the **NRG Home+** web portal.

Step 3- Pairing and using your range extender



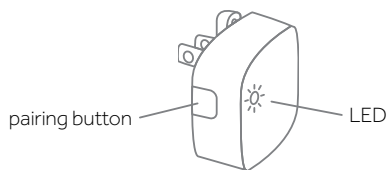
- 1 Plug the range extender into an outlet centrally located between your other networked devices.
- 2 Bring your gateway to the outlet nearest to your range extender, and connect it to the outlet (you will need simultaneous access to both devices).



- 3 Tap the Add/Remove button on the back of the gateway. The gateway's yellow light will begin to blink. If the red light begins to blink, you have held the Add/Remove button down for too long. Tap the button again to reset so that only the green light is blinking.



When adding range extenders to the network, tap the **Add/Remove button** only once. Don't hold the button down.



- 4 While the gateway's yellow light blinks, tap the pairing button on the side of the range extender. When pairing is complete, the yellow light on the gateway will stop blinking and remain lit. The red and green lights may briefly flash before the yellow light turns solid. If the yellow light on the gateway does not stop blinking, try tapping the button on the smart plug again.

- 5 The LED on the range extender will blink prior to pairing and will remain illuminated after the device is paired.



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If you are unsure about having successfully paired your devices, you can check device status after connecting the gateway to the Internet and logging in to the **NRG Home+** web portal (Step 6).

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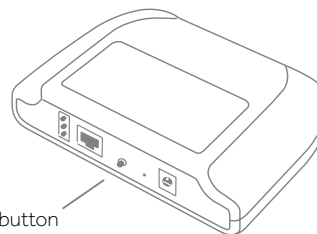
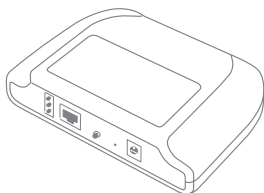
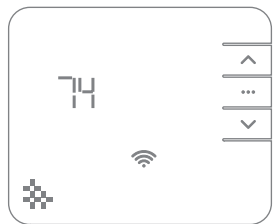


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Keep your range extender plugged in! Once your range extender has been added to the network, it will strengthen and improve connectivity between all networked devices as well as improve network responsiveness.

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Step 4: Pairing your thermostat

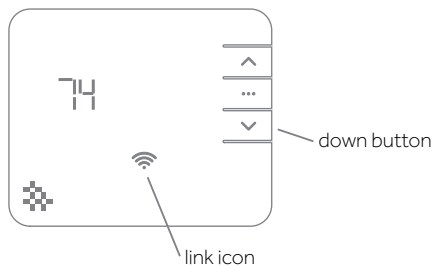


- 1 Bring your gateway to the outlet nearest to your thermostat and connect it to the outlet (You will need simultaneous access to both devices).

NOTE: At this point, the gateway does not need to be connected to the Internet. When the gateway is first plugged in, all of the LEDs may flash momentarily. Please wait until only the green link is blinking before attempting to pair devices with the gateway.

- 2 Ensure that the thermostat is still turned OFF by pressing and releasing the mode (middle) button on the thermostat, cycling through the available modes until only the temperature is displayed.

- 3 Tap the Add/Remove button on the back of the gateway. The gateway's yellow light will begin to blink. If the red light begins to blink, you have held the Add/Remove button down for too long. Tap the button again to reset so that only the green light is blinking.



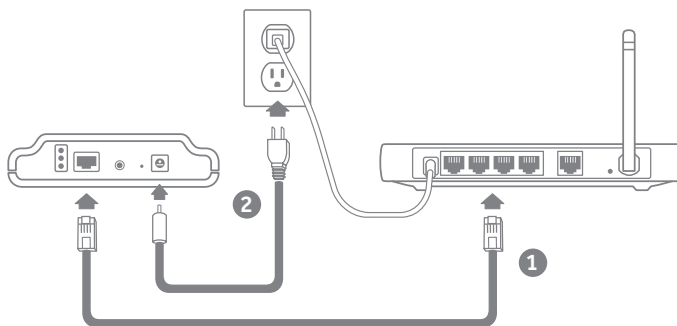
- 4 While the yellow light on the gateway is blinking, press and hold the DOWN button on the thermostat until the link icon begins to blink. Release the DOWN button after the icon begins to blink.

NOTE: If you continue to hold the DOWN button, the link icon may turn red. This will not affect pairing.

- 5 When the yellow light on the gateway remains illuminated the thermostat is added to the network.

NOTE: If you attempt to pair a thermostat that was previously paired, the link icon will appear 'RED'.

Step 5: Connecting the gateway to the Internet



1 We are now ready to connect the gateway to the Internet via your broadband service. Connect the gateway to your Internet router using the supplied Ethernet cable.

2 Connect the power cable to the gateway. The lights on the gateway will blink, but within two minutes you will see a steady green light confirming connection to the Internet.

Step 6: Setting up your NRG Home+ account

1 Locate the email we sent you confirming your **NRG Home+** Conserve package shipment. This contains your username and password for your **NRG Home+** account.

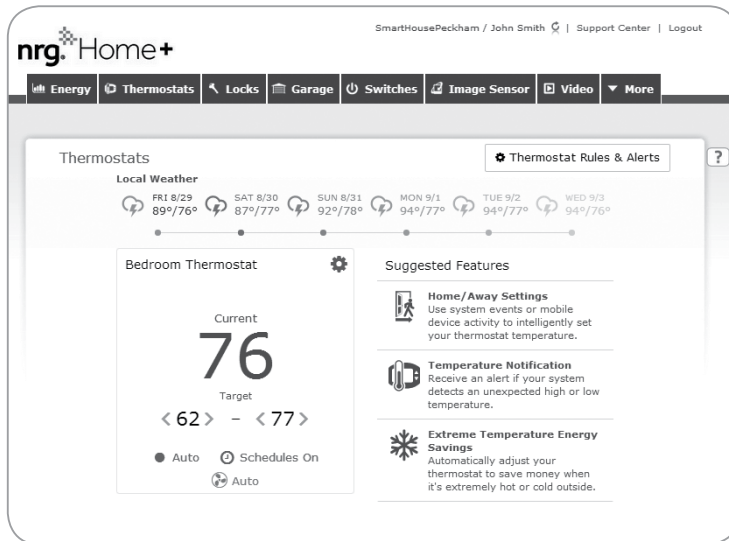
2 Log in to your **NRG Home+** account at nrg.com/homepluslogin and change your password. If you can't locate your shipping confirmation email, please call technical support at 1.844. PLUS NRG.

3 It may take up to five minutes for your devices to appear on your **NRG Home+** account.

NOTE: The gateway may take some time to update your account data. Please refer to the Troubleshooting section for more information.

Configuring your NRG Home+ system

Adjusting your thermostat settings

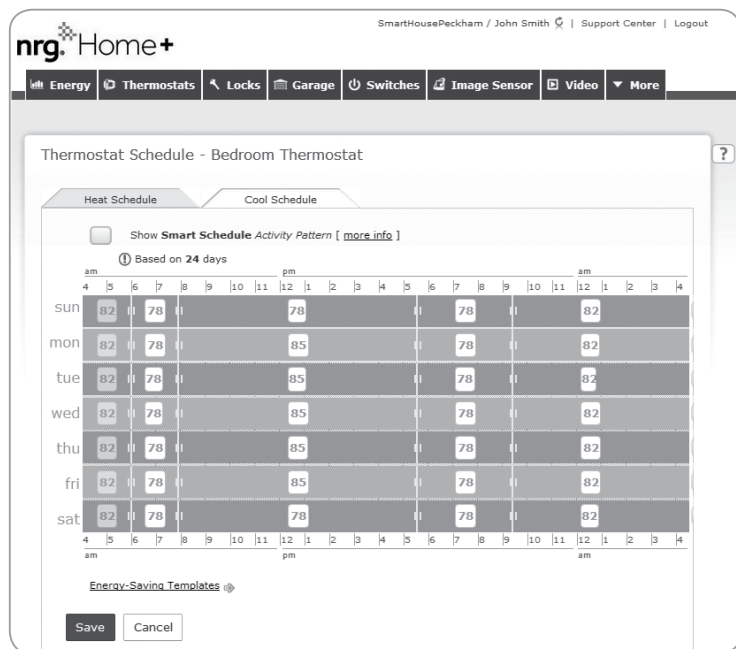


- 1 Click on the **Thermostats** tab at the top of the **NRG Home+** web portal.
- 2 The arrow to the right adjusts the temperature warmer. The arrow to the left adjusts the temperature colder.



The NRG thermostat features an AUTO mode that automatically toggles between heating and cooling to maintain the temperature between two set points.

Creating thermostat schedules



Heating and Cooling Schedules

- 1 Click on the gear icon to the right of the thermostat name, then click **Edit** in the schedules row to access the Thermostat Schedule window.
- 2 Click the **Heat Schedule** or **Cool Schedule** tab to create a schedule for each mode.
- 3 For each day of the week, use the sliders to block out the time period for the desired temperature.
- 4 Set the desired temperature for each time period by hovering your cursor over each temperature. Use the arrows to raise or lower the temperature.
- 5 Click **Save** to save your changes to the network.



If your plan supports it, the Smart Schedule feature can be activated by clicking the box next to **Show Smart Schedule Activity Pattern**. This will show activity in the home based on sensor data and may be useful for selecting temperatures in the home based on activity/presence.



To maximize your energy savings, we've provided templates of efficient heating and cooling schedules. Click on **Energy Saving Templates** from the **Heat** or **Cool Schedules** tab. Click **Apply This Template** to use the desired schedule.

Creating thermostat rules and alerts

To maximize energy savings and receive alerts when changes occur to your settings, click on **Thermostat Rules & Alerts** from the Thermostats tab.

Temperature Notification provides a text or email alert when temperatures above or below a certain point are detected by the thermostat.

- 1 Check **Above** and/or **Below** to create the desired alert. Use the drop-down menu to select the high and low temperature.
- 2 Select a recipient for the alert.
- 3 Click **Save** to save your changes to the network.

Extreme Temperature Energy Savings

automatically adjusts the temperature up or down during extreme weather events.

- 1 Check the boxes underneath **Settings** to enable high and low target temperature offsets.
- 2 Use the drop-down menus to select the Above and Below threshold temperature and to set the target temperature offset.
- 3 If you would like to be notified when Extreme Temperature Energy Savings schedules are activated, select a recipient for the alert.
- 4 Click **Save** to save your changes to the network.

The screenshot shows the nrg Home+ web interface. At the top, there's a navigation bar with tabs for Energy, Thermostats, Locks, Garage, Switches, Image Sensor, Video, and More. The user is logged in as SmartHousePeckham / John Smith. The main content area is titled "Temperature Notification" and has an "ON" toggle switch. Below the toggle, there's a section "When the device detects a temperature" with two options: "Above" (selected) and "Below". The "Above" option has a dropdown menu set to "80° F", and the "Below" option has a dropdown menu set to "60° F". There's a "Notify Users" section with an "Address Book" search field and a "+ New Contact" button. At the bottom, there are "Save" and "Cancel" buttons.

The screenshot shows the nrg Home+ web interface. At the top, there's a navigation bar with tabs for Energy, Thermostats, Locks, Garage, Switches, Image Sensor, Video, and More. The user is logged in as SmartHousePeckham / John Smith. The main content area is titled "Extreme Temperature Energy Savings" and has an "ON" toggle switch. Below the toggle, there's a section "Settings" with two options: "When the temperature is above" and "When the temperature is below". The "Above" option has a dropdown menu set to "100° F" and a field to "increase the target temp by" set to "0° F". The "Below" option has a dropdown menu set to "32° F" and a field to "decrease the target temp by" set to "0° F". There's a "Notify Users" section with an "Address Book" search field and a "+ New Contact" button. At the bottom, there are "Save" and "Cancel" buttons.

nr^g Home+

SmartHousePeckham / John Smith | Support Center | Logout

Energy Thermostats Locks Garage Switches Image Sensor Video More

Thermostat Change Alert

Stay informed of changes to the thermostat by someone in the home or through the mobile app.

ON Thermostat Change Alert

When any of these settings are changed

Target Temp

Thermostat Mode

Thermostat Fan Mode

Notify Users

Address Book Search + New Contact

Add contacts or create a new contact.

Save Cancel

Thermostat Change Alert sends a text or email alert when the target temperature, thermostat mode or thermostat fan mode are changed.

- 1 Click the boxes for the changes you want to receive alerts about.
- 2 Select a recipient for the alert.
- 3 Click **Save** to save your changes to the network.

Home/Away Thermostat Setting allows you to save energy by automatically adjusting the temperature when you come and go from your home. To enable these settings you must first set up Geo-Service (see page 27 for instructions).

nr^g Home+

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Thermostat Control | Energy-Saving Templates

Away from Home Thermostat Override

ON **Away from Home Thermostat Override**

Save energy by automatically adjusting your Target Temp when you come and go from your home.

Away from Home Settings

When:

All Geo-Devices exit this Geo-Fence:

Home

Set Target Temp:

Heat Mode 70 Cool Mode 70

Returning Home Settings

When:

Any Geo-Devices enters this Geo-Fence:

Work

Set thermostat:

Resume Schedule

Save Cancel

- 1 Toggle the **Away from Home Thermostat Override** ON or OFF using the button on the top of the page.
- 2 Under **Away from Home Settings**, click the box and use the drop-down menu to ensure Home is selected from the Geo-Fence options.
- 3 Under the **Returning Home Settings**, click the box and use the drop-down menu to select the Geo-Fence you wish to use when returning home. For example, you can create a fence around your office and have your house begin cooling as you drive home from work.
- 4 Click **Save** to save your changes to the network.

Advanced configuration



If you have a heat pump, multi-stage heating/cooling, or electric heat system, please proceed through this 'Advanced configuration' section.

- 1 Click the **Thermostats** tab at the top of the **NRG Home+** web portal.
- 2 Click on the gear icon to the right of the temperature to pull up the basic configuration menu, and select **Edit** to navigate to the thermostat configuration page. Click on **Installer Setup** to expand the set-up menu.
- 3 Use the UP/DOWN buttons to make selections for the settings. Note that most of the values will default to standard HVAC system settings.
- 4 If you have a heat pump, multiple-stage HVAC system, or fossil-fuel heat, you must enter the Installer Setup portion of the page and configure your thermostat to work with your system. Use the UP/DOWN buttons to make selections for the settings.
- 5 Click **Save** to save these settings to your thermostat.

Repeat steps 1 through 5 for any additional thermostats.

Thermostat Configuration

Thermostat Lock Disabled Enabled

Swing °F

Overshoot °F

Recovery Setting Economy Comfort

Calibration Temperature °F

Heat Setpoint °F °F

Cool Setpoint °F °F

Heat Staging Delay min

Cool Staging Delay min

Fan Circulation Period min

Fan Circulation Duty Cycle %

Fan Purge Time min

Compressor Delay min

Configurable Terminal None W3 (Third Stage) Humidifier De-Humidifier

Installer Setup

Heat Type Fossil (gas, oil) Electric

HVAC Type Normal Heat Pump

Heat Stages

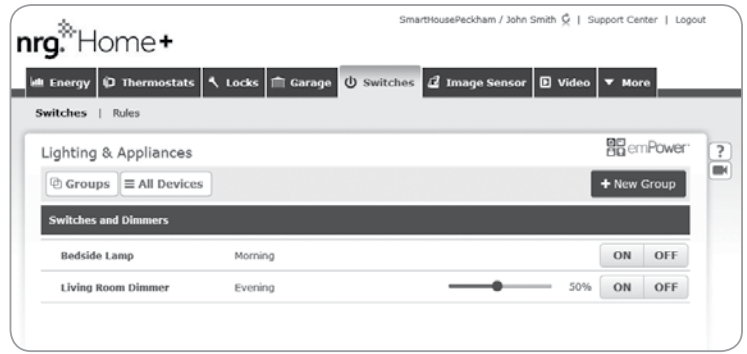
Cool Stages

Display Units °F

Thermostat Function

Setting up your smart plugs

- 1 Log into the **NRG Home+** web portal at nrg.com/homepluslogin, and click on the **Switches** tab at the top of the page.
- 2 Click on each device to rename it (e.g., living room lamp) or turn it ON/OFF.
- 3 Click **Save** to save your changes to the network.

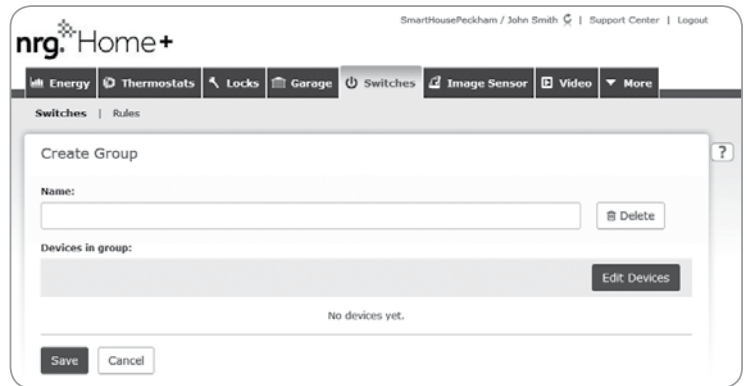


Grouping your smart plugs

If you'd like to combine the settings of several devices, you can create a Group.

- 1 Click the **+New Group** button in the upper right of the Switches window and give the group a name (e.g., evening, night, etc.).
- 2 Click the **Edit Devices** box and select the devices you want to add to the group. Then click **Done**.
- 3 Click **Save** to create the Group.

The new group will appear in the Group list. You can rename it and add or delete devices by clicking **Edit Group**. You can delete Groups by clicking the trash can icon next to the Group name.



Putting your smart plugs on a schedule

You can schedule your connected devices to turn on and off at certain preset days and times so you can have the lights on when you get home from work or switch the lights on and off while you are on vacation.

- 1 Click **+Add a Schedule** on the lower right of the Rules window and name it (e.g., home from work or on vacation).
- 2 Click the box next to the devices or groups you want the schedule to apply to.
- 3 Select the days you want included in this schedule.
- 4 Under **Perform these scheduled actions**, select Turn ON/Turn OFF next to First.
- 5 Select the desired time of day for the action, or Sunrise/Sunset.
- 6 If you'd like your device to remain on, select Then>Leave ON. If not, select the desired parameters.
- 7 The **Away from Home option** turns your devices on/off at varied times (plus or minus 45 minutes from selected times). Click the **Make times approximate** box to use the Away from Home option.
- 8 Click **Save** to save your changes to the network.

SmartHousePeckham / John Smith | Support Center | Logout

nrg Home+

Energy Thermostats Locks Garage Switches Image Sensor Video More

Switches | Rules

Create a new Automation Schedule

Name of rule:

Select Devices

Bedside Lamp	Morning	<input type="checkbox"/>
Living Room Dimmer	Evening	<input type="checkbox"/>

On these days:

Sun Mon Tue Wed Thu Fri Sat

Perform these scheduled actions:

First: Turn ON based on:
 Time of day Sunrise Sunset
at 1:00 AM PM

Then: Leave ON

Away from Home option

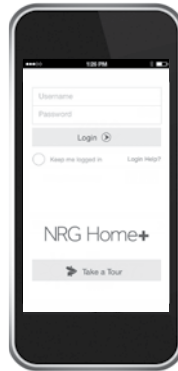
Make times approximate (give/take about 45 min.)

[Back to rules summary](#) **Save**

Using the **NRG Home+** app

Download the app and log in

- 1 The **NRG Home+** app can be downloaded from the App StoreSM and on Google PlayTM.

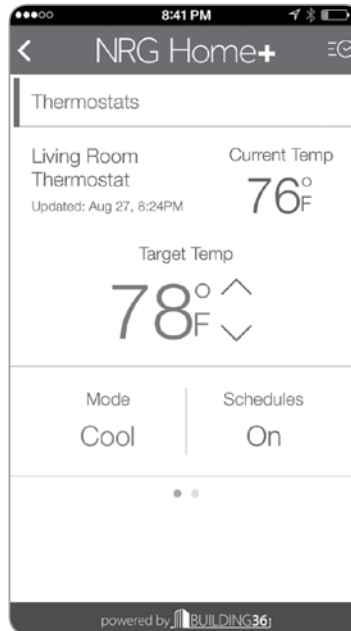


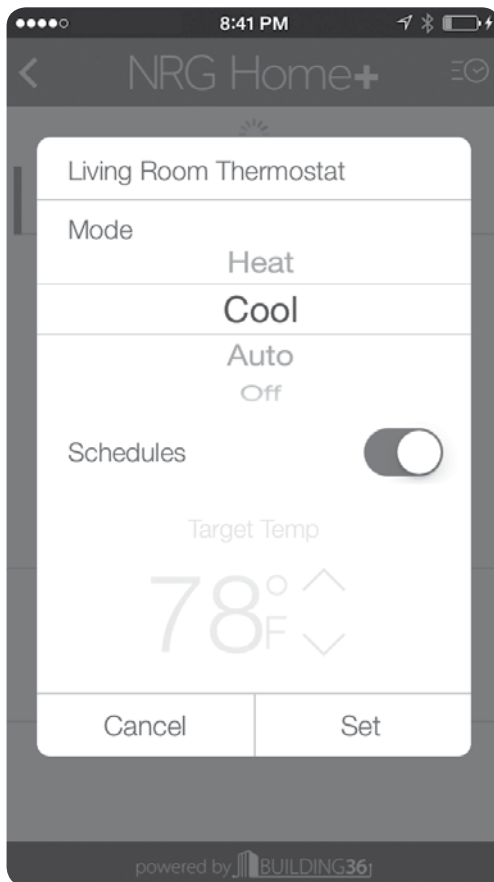
Controlling the temperature

- 1 Tap **Thermostats** to view and edit the Current Temperature, the Target Temperature and the Mode and Schedules status.



Changing the Target Temp will override your current schedule until the next scheduled change. The schedule can be restored by tapping the **Mode/Schedules** bar and turning Schedules back on.





Triggering modes or schedules

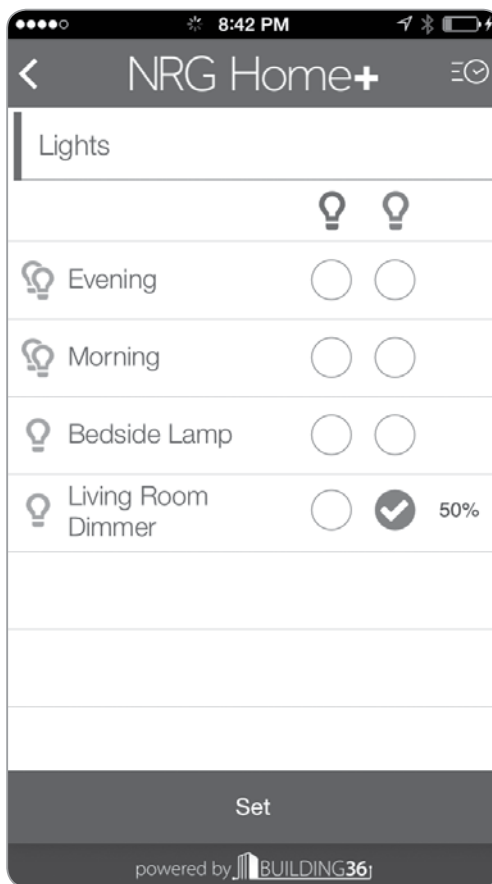
- 1 Tap the **Mode/Schedules** bar to open the Mode and Schedules controls.
- 2 Scroll to select the desired mode (**Heat**, **Cool**, **Auto** or **Off**).
- 3 Tap the **On/Off** switch next to Schedules to turn scheduled automation of the thermostat and HVAC system On/Off.
- 4 Tap **Set** to send the command through the network to the thermostat.



Changing the Mode will override your current schedule until the next scheduled change. The schedule can be restored by tapping the **Mode/Schedules** bar and turning Schedules back on.

Controlling your smart plugs

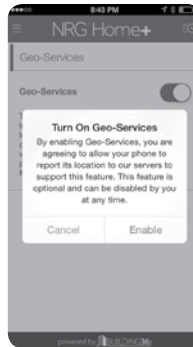
- 1 Tap **Lights** to view the smart plugs on the network.
- 2 Tap the box below the appropriate bulb to turn the device connected to the smart plug on or off.
- 3 Tap **Set** to send the command through the network to the smart plug.



Setting up Geo-Services



If your smartphone or tablet gets lost, you can disable it from the **NRG Home+** web portal. From the **More** tab, select **Profile>Mobile Tools**. Scroll to the bottom of the page and **Disable Automatic Login**.



The **NRG Home+** app allows you to use smartphones and cellular networked tablets as triggering devices (e.g., when your smartphone or tablet leaves or arrives in the home area, lights turn on/off, etc).

- 1 Verify your device's location services are turned on (refer to device manual for instructions).
- 2 From the **NRG Home+** app, go to **Settings** and enable Geo-Services.
- 3 Log into your **NRG Home+** account via the web portal. Click on the **More** tab and choose **Settings**. Then click on **Geo-Services**. Verify that your smartphone or device appears in the device list and click on it to rename it.
- 4 Select **+Add a Fence**. Your geo-fence will default to your installation address. Change the Fence Name to Home. Your Radius determines when your geo-fence is triggered, so adjust it to the desired amount.
- 5 Click **Save** to save your changes to the network (synching will take a few minutes).

This is an optional feature. If you choose to activate the Geo-Services functionality on your mobile device via the mobile app, your device will periodically report its location to Alarm.com, which will use this information to provide the location-based notifications or rules that have been set up by you or another user of this account. You may disable Geo-Services for your mobile device at any time via the website or the mobile app. For additional information on how your information is used, please read our full [Privacy Policy](#).

Don't forget to setup a geo-fence for each location you would like to trigger an action (e.g., work, school, daycare). You can change the address for any geo-fence by selecting the name and entering a new address or by dragging the fence to another location on the map.

Frequently Asked Questions

Gateway

Can I have someone install my system for me?

If you are concerned about any aspect of the installation of your **NRG Home+** Conserve Package or just want someone else to install it, professional installation is available. Call 1.855.457.5700 for more information.

How do I remove a device and re-pair it with my network?

Occasionally a device will need to be removed from or re-paired with the network. If necessary, follow the following procedure to un-pair and re-pair a device:

- 1) Press and hold the add/remove button on the back panel of the home gateway. The red light will begin blinking.
- 2) While the red light on the gateway is blinking, press the pairing button on the device to be removed from the network.
- 3) When the device has been removed from the network the red light on the home gateway will remain lit.
- 4) Follow the pairing instructions for that device.

What do the lights on the gateway indicate?

The green light gives the status of the gateway's Internet connection. It should be lit. If it is blinking quickly, it indicates that the Ethernet cable could be disconnected. If it is blinking slowly it is establishing a connection to the Internet.

The yellow light only comes on when you are adding a device to the network. When adding a device, the yellow light will blink slowly for two minutes. It will change to solid yellow after your device has been successfully added to the network.

The red light only comes on when you are removing a device from the network. When removing a device, the red light will blink slowly for two minutes. It will change to solid red after your device has been successfully removed from the network.

The yellow and red lights will briefly flash when data is being communicated on the network.

If the yellow and red lights continue to blink simultaneously, the gateway is in "replicate" mode. It is unlikely that you will use this mode. Press the Add/Remove button again to exit "replicate" mode.

How long will the gateway stay in add or remove mode after I press the Add/Remove button?

The gateway will remain in add mode or remove mode for two (2) minutes.

Why is the gateway necessary? Can't the devices just connect directly to the broadband network?

Z-Wave devices operate on a different frequency than a typical home wireless network. The gateway allows them to connect to the Internet.

I've just paired a device, but it still doesn't appear on my NRG Home+ web portal or mobile app.

Try refreshing your mobile app or the web page. It can take up to 5 minutes for your gateway to update the servers, and it may take longer if you have a slow Internet connection. If your devices do not appear after 5 minutes, try un-pairing and re-pairing the device. In rare circumstances, the signal may become "stuck" at the gateway. Visit nrg.com/homeplussupport or give us a call at 1.844. PLUS NRG if your devices still are not visible on your web page.

How secure is the Z-Wave network?

The Z-Wave network protocol is well proven and is the standard across the home automation and security industry.

My router does not have any open ports. Can I plug the gateway into an Ethernet switch or range extender?

Yes. However, the network created or passed through by your switch or range extender must have the same name and password as network set-up by your router.

Range Extender

Why doesn't my range extender appear in my equipment list on my web portal?

The range extender is not a controlled device. All of the other devices listed on your web portal are controlled by the network. The range extender only enhances the network itself.

Smart Plug

Can a power strip be connected to the smart plug?

Yes, but there are some limitations. When using a power strip with the smart plug, the devices plugged into the power strip must not exceed 600 watts. Total load capacity for both outlets is 1800W.

What's the plug without the Z-Wave label for?

The unmarked plug is a pass-through plug that is not controlled by the smart plug or the network. It simply provides an extra electrical outlet.

What happens if power is interrupted? Will the lights come back on?

Your smart plug will return to the most recent settings when power is restored. If the light was on, it will come back on when the power is restored.

Is there a way to have my lights come on automatically?

Yes. Log into to the **NRG Home+** portal, select the Rules tab and click +Add a Schedule under Scheduled Automation. Select the lights or groups of lights to automatically operate,

then select the schedule parameters. Be sure to click Save to send the schedule through the network to the smart plugs. For more information on setting up schedules, see page 23 of this manual.

What other benefits does the smart plug provide besides automating my lights or devices?

Once your smart plugs have been added to the network, they will also function as network range extenders. Even if they're not used to turn attached devices on or off remotely they will improve network signal strength as long as they are plugged in.

Where can I purchase additional smart plugs?

shop.nrg.com

Thermostat

Why can't the old thermostat just be switched off and pulled off the wall?

The thermostat does not usually have high-voltage wires running to it, but the AC compressor and fan motor are two of the highest electrical load items in the home. Should either one be energized while there is no thermostat connected, serious damage to the HVAC system could result.

Why is it so important to label the wires on the old thermostat?

There are multiple possible wiring configurations for HVAC controls depending on your home construction and type of heating/air conditioning. If the HVAC control wires are not connected correctly to the NRG thermostat, damage to the thermostat and the HVAC system can occur. Therefore, we recommend labeling the control wires before they are disconnected from the old thermostat as well as taking a picture of the HVAC control wiring before disconnection and/or writing down the color/connector combinations as added documentation of the installation.

Why does the NRG thermostat need batteries?

The batteries in the NRG thermostat are there to maintain the connection with the network. The batteries also keep settings saved when the thermostat is not connected to a C (common) wire that provides power to the thermostat itself.

Can lithium AA batteries be used in the NRG thermostat?

Alkaline batteries are recommended to ensure consistent performance of the thermostat.

I have a multistage heating and cooling system along with a water heater connected to my current thermostat. Will the NRG thermostat be able to control all that equipment?

The NRG thermostat is compatible with a wide variety of HVAC and accessory equipment, but there are a few things it can't do. Consult the Thermostat Incompatibility List at nrg.com/homeplussupport for more information.

Does NRG provide any preset heating or cooling schedules?

Yes! From the **NRG Home+** web portal you can set up customized heating and cooling schedules for your home. See page 18 for instructions.

What are the advantages of using automated schedules for heating and cooling?

Scheduling heating and cooling saves money and conserves energy.

What are swing and overshoot?

The NRG thermostat has two features for energy efficiency called Swing and Overshoot. Swing allows the temperature in the home to rise slightly above the desired temperature before running the HVAC system on cool and slightly below the desired temperature when running on heat. This is more energy efficient than running the HVAC system whenever the temperature in the home rises or falls even slightly above or below the set temperature. Overshoot allows the HVAC system to run until slightly past the desired temperature, either cool or warm. This helps keep normal pressure in the

HVAC system. Both swing and overshoot are adjusted from the thermostat configuration page on the web portal. The default settings for swing and overshoot are .5 degrees.

What do the R, RH, and/or RC wires on my thermostat actually do?

Refer to the table below.

R Less common designations include V and VR on some York and Trane systems	Connects the HVAC transformer to the thermostat and provides power to the heating system, cooling system, and/or fan when the heating, cooling, or fan circuits are switched on. Most HVAC systems are powered by a single 24 Volt AC transformer. Systems that have separate heating and cooling transformers will have separate wires controlling each transformer (RH and RC) rather than a single R wire. In the NRG thermostat, the RC and RH terminals are connected with a jumper and customers that only have a single R or RH (but no RC wire) wire should connect that R or RH wire to the RH terminal on the NRG base plate. Customers with separate RC and RH wires must remove the jumper before connecting their RC and RH wires.
RC	Connects the cooling system transformer to the thermostat. The RC terminal provides power to the cooling circuit when the air conditioning is switched on. If both RC and RH terminals are connected, the HVAC system has separate transformers for air conditioning and heating.
RH	Connects your heating system transformer to the thermostat. The RH terminal provides power to the heating circuit when the heating system is switched on. If both RC and RH terminals are connected, the HVAC system has separate transformers for air conditioning and heating.

Can I mount my NRG thermostat in a different location than my old thermostat?

Usually when replacing an old thermostat the new thermostat will be mounted in the same place as the old one. If a new location is desired it will be necessary to move your HVAC control wiring.

New installations and relocation should follow the guidelines below to ensure the most accurate temperature reading and ease of use.

- Mount the thermostat on an inside wall, approximately 5 ft. (1.5m) above the floor in a frequently used room.
- Do not install in locations near appliances or devices that affect the local temperature such as televisions, lamps, or dryers.
- Avoid areas that are exposed large temperature variances, such as: direct sunlight, near an AC unit, above or below auxiliary heat and air vents, and drafts from windows.
- Be aware of what is on the other side of the wall the thermostat is being installed on. Do not install on walls adjacent to unheated rooms, stoves, or housing hot water pipes.
- Damp areas will not only affect the humidity reading of your thermostat, but could lead to corrosion shortening the life of your thermostat.
- Avoid areas with poor air circulation, such as: corners and behind open doors.

Wait until construction and painting are finished before installing.

Website

Why are there some tabs on a friend's page that don't appear on mine?

Each customer's web page is customized for his or her network features and options. Your neighbor may have additional or different equipment or options.

Why aren't my Geo-Services working?

Log into your **NRG Home+** account and confirm you have configured rules for your Geo-Fence device (see page 27). Also, confirm your smartphone or tablet's location services are turned on.

App and Mobile Devices

Is there an app for a Windows phone? How about a Blackberry?

The **NRG Home+** app supports iOS and Android devices. However, our partner Alarm.com also supports Blackberry and Windows Phone. Apps for Blackberry and Windows Phone can be downloaded from Alarm.com. To download and install the **NRG Home+** app, visit the App StoreSM or Google PlayTM.

Can the app be used on a tablet?

Yes. iPads and Android tablets will run the apps.

Does the app allow me to control everything I can control from the website on my mobile device too?

Yes; however, you cannot set up smart plug or heating and cooling schedules from the app. Schedules and rules can be set up through the **NRG Home+** web portal at: nrg.com/homepluslogin

Troubleshooting

Gateway

The green light on the gateway is solid, but begins to blink.

Your gateway has lost connectivity to the Internet. Confirm that the Ethernet cables are fully inserted in both the gateway and the router. Check your internet connection to confirm that your internet service provider is not experiencing an outage.

Gateway not connecting to Wi-Fi.

The green light on your gateway will blink slowly when it is connected to the Wi-Fi but not yet connected to the Internet. If the NRG gateway fails to connect to Wi-Fi after five (5) minutes, reboot the gateway and try again. 1) Unplug the power supply from the gateway. 2) Wait ten seconds, then plug the power supply back into the gateway. When the green light remains solid, the gateway is connected.

Devices listed on the web portal show “malfunction” next to them.

“Malfunction” is usually an indication of a range issue. Every house is different, and building materials, layout, and the presence of other wireless devices in the home can all impact device connectivity. To improve range, try:

- Reorienting the gateway. The antennas in your gateway have a wide range, but may project better when facing in a certain direction. Try turning your gateway 90° or 180° and see if that removes the malfunction. If your devices are located on multiple floors, it may even be helpful to stand the gateway on its nose or side.
- Moving the smart plug. When plugged in and paired with your gateway, your smart plug also acts as a range extender. Plug your smart plug into different outlets around your house and see if that improves range.

- Adding an additional smart plug. Z-wave is what is known as a “mesh” network. Adding additional devices will improve the overall range of the network.

My devices aren’t pairing.

It’s possible that your devices are already paired.

- If you’re trying to pair your thermostat and see a red rather than a white link icon, then your thermostat is already paired to your gateway.
- If the yellow light on the gateway is blinking (e.g., the gateway is in pairing mode), but turns off after you attempt to pair a device, then the device you just tried to pair is already paired to the gateway.

Wait 5 minutes, then log-on to your **NRG Home+** portal to see if the thermostat appears in your device list. If you are seeing a red icon and your thermostat still does not appear on your portal, it is possible that there is a server or Internet connectivity issue. Please contact NRG technical support.

Smart Plug

Devices aren’t turning on or off on network command.

Ensure the smart plug is plugged into an outlet that is not switched. If in a switched outlet, verify the switch is on. Also ensure the device is connected to the outlet on the side of the smart plug with the Z-Wave logo adjacent to it (usually on the left). The outlet on the opposite side is a pass-through from the wall outlet and is not controlled by the smart plug. Also, make sure devices attached to the smart plug are turned on.

Add-on devices not connecting to the gateway.

During the pairing process, make sure you are only pressing the Add/Remove button once. Also, make sure you press the device’s Add/Remove button while the yellow light on the gateway is still blinking (it blinks for two minutes).

Thermostat

Thermostat not connected with the gateway.

Unplug your gateway (see steps from **“Gateway not connecting to Wi-Fi”**). If this is not successful, move your smart plug to an outlet that is located between the thermostat and the gateway.

Cooling or heating not working properly.

Verify that the HVAC control wires are securely connected to the correct terminals on the thermostat base plate.

Still having issues?

Visit nrg.com/homeplussupport or give us a call at 1.844. PLUS NRG.

NOTICE:

The use of the **NRG Home+** Conserve package will provide Reliant Energy and NRG Home with information regarding your home energy use. This information will be used to generate recommendations for your personal energy consumption. Your personal data will not be available to other users. The NRG privacy policy will apply to this agreement and is available at <http://www.nrg.com/legal/privacy-policy/>.

The **NRG Home+** system is powered by Alarm.com. NRG Connected Home LLC licenses this system from Alarm.com.

LIMITED WARRANTY COVERAGE: NRG BRANDED GATEWAY AND THERMOSTAT

NRG Home's obligations for the NRG branded gateway and thermostat are limited to the terms set forth below:

NRG Home warrants this product to be free from defects in workmanship or materials, under normal use and service, for one year from the time of consumer purchase. If at any time during the warranty period the product is determined to be defective, NRG shall replace it with a product that is at least functionally equivalent to the original product. The gateway and thermostat must have been purchased from or provided by NRG Home for this warranty to apply.

THIS WARRANTY DOES NOT COVER REMOVAL OR REINSTALLATION COSTS AND DOES NOT EXTEND TO CONSEQUENTIAL OR INCIDENTAL DAMAGE TO OTHER PRODUCTS THAT MAY BE USED WITH THIS PRODUCT. THIS WARRANTY SHALL NOT APPLY TO DEFECTS CAUSED BY IMPROPER USE OR MISHANDLING OF THE GATEWAY OR THERMOSTAT WHILE IN YOUR POSSESSION.

NRG HOME DOES NOT WARRANT THAT THE OPERATION OF ANY PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE.

NRG HOME IS NOT RESPONSIBLE FOR ANY DAMAGE THAT OCCURS AS A RESULT OF YOUR FAILURE TO FOLLOW THE INSTRUCTIONS THAT CAME WITH THE PRODUCT.

EXCEPT AS EXPRESSLY PROVIDED IN THIS LIMITED WARRANTY, NRG HOME MAKES NO OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NRG HOME EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW, TO THE EXTENT THAT THEY CANNOT BE LAWFULLY DISCLAIMED OR EXCLUDED UNDER APPLICABLE LAW, ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD. SOME STATES DO NOT ALLOW A LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH STATES, SOME EXCLUSIONS OR LIMITATIONS OF THIS LIMITED WARRANTY MAY NOT APPLY TO YOU.

These terms and conditions constitute the complete and exclusive warranty agreement between you and NRG Home regarding the NRG branded product you have purchased or received from NRG Home. These terms and conditions supersede any prior agreements or representations – including representations made in sales literature or advice given to you by NRG Home or an agent or employee of NRG Home – that may have been made in connection with your purchase of the NRG branded product.

If the product is found to be defective within the warranty period, please contact NRG Home support at 1.844. PLUS NRG or 1.844.758.7674. If the support agents are unable to resolve your problem, NRG Home will have a replacement product shipped to you and provide you with a return shipping

label with instructions on how to return the defective product. Warranty on replacements will expire at the end of the one-year warranty period as determined by the original purchase date or receipt of product.

EXCLUSIONS AND LIMITATIONS

THIS LIMITED WARRANTY APPLIES ONLY TO THE NRG BRANDED HARDWARE COMPONENTS OF THE NRG HOME+ SYSTEM. THIS LIMITED WARRANTY DOES NOT APPLY TO ANY NON-NRG BRANDED HARDWARE PRODUCT OR ANY SOFTWARE, EVEN IF IT IS USED IN CONJUNCTION WITH THE NRG HOME HARDWARE PRODUCTS. NON-NRG HOME MANUFACTURERS OR SUPPLIERS MAY PROVIDE A SEPARATE WARRANTY FOR THEIR OWN PRODUCTS PACKAGED WITH THE NRG BRANDED HARDWARE PRODUCTS.

NRG HOME IS NOT LIABLE FOR ANY DAMAGE OR LOSS TO ANY PROGRAMS, DATA OR OTHER INFORMATION STORED ON OR CONNECTED TO ANY NRG BRANDED HARDWARE PRODUCT OR ANY NON-NRG HOME PRODUCT OR PART NOT COVERED BY THIS LIMITED WARRANTY.

THIS LIMITED WARRANTY DOES NOT APPLY: (A) TO DAMAGE CAUSED BY ACCIDENT, ABUSE, MISUSE, MISAPPLICATION OR NON-NRG BRANDED PRODUCTS; (B) TO DAMAGE CAUSED BY SERVICE PERFORMED BY ANYONE OTHER THAN NRG HOME; (C) TO A PRODUCT OR PART THAT HAS BEEN MODIFIED WITHOUT THE WRITTEN PERMISSION OF NRG HOME; OR (D) IF ANY SERIAL NUMBER HAS BEEN REMOVED OR DEFACED.

IF YOUR NRG BRANDED HARDWARE PRODUCT FAILS TO WORK AS WARRANTED ABOVE, YOUR SOLE AND EXCLUSIVE REMEDY SHALL BE REPLACEMENT. NRG HOME'S MAXIMUM LIABILITY UNDER THIS LIMITED WARRANTY IS EXPRESSLY LIMITED TO THE COST OF REPLACEMENT OF ANY NRG BRANDED HARDWARE

COMPONENTS THAT MALFUNCTION UNDER CONDITIONS OF NORMAL USE.

NRG HOME IS NOT RESPONSIBLE FOR ANY DAMAGES CAUSED BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO PERFORM, INCLUDING ANY LOST PROFITS OR SAVINGS OR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR ANY OTHER LEGAL THEORY, INCLUDING ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA STORED ON OR TRANSMITTED BY THE PRODUCT. NRG HOME IS NOT RESPONSIBLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY.

THIS LIMITATION OF LIABILITY APPLIES WHETHER DAMAGES ARE SOUGHT OR A CLAIM IS MADE UNDER THIS LIMITED WARRANTY OR AS A TORT CLAIM (INCLUDING NEGLIGENCE AND STRICT PRODUCT LIABILITY), A CONTRACT CLAIM OR ANY OTHER CLAIM. THIS LIMITATION OF LIABILITY CANNOT BE WAIVED OR AMENDED BY ANY PERSON. THIS LIMITATION OF LIABILITY WILL BE EFFECTIVE EVEN IF YOU HAVE ADVISED NRG HOME OR AN AUTHORIZED REPRESENTATIVE OF NRG HOME OF THE POSSIBILITY OF ANY SUCH DAMAGES. THIS LIMITATION OF LIABILITY, HOWEVER, WILL NOT APPLY TO CLAIMS FOR PERSONAL INJURY.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE. YOU ARE ADVISED TO CONSULT APPLICABLE STATE LAWS FOR A FULL DETERMINATION OF YOUR RIGHTS.

FCC Compliance Statement: NRG branded gateway and thermostat

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference; and
2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.
Increase the separation between the equipment and receiver. Connect the equipment to an outlet on a circuit different from that to which the receiver is connected. Consult the dealer or an experienced radio/TV technician for help.

SMART PLUG

A LIMITED TWO-YEAR MANUFACTURER'S WARRANTY IS PROVIDED BY JASCO FOR THE SMART PLUG (JASCO APPLIANCE MODULE MODEL 45703). THIS IS THE ONLY WARRANTY THAT APPLIES TO THE SALE OF THIS PRODUCT AS NEITHER RELIANT NOR NRG HOME OFFER ANY WARRANTIES ASSOCIATED WITH THE SALE OF THIS PRODUCT INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

JASCO WARRANTY

JASCO PRODUCTS WARRANTS THIS PRODUCT TO BE FREE FROM MANUFACTURING DEFECTS FOR A PERIOD OF TWO YEARS FROM THE ORIGINAL DATE OF CONSUMER PURCHASE. THIS WARRANTY IS LIMITED TO THE REPAIR OR REPLACEMENT OF THIS PRODUCT ONLY AND DOES NOT EXTEND TO CONSEQUENTIAL OR INCIDENTAL DAMAGE TO OTHER PRODUCTS THAT MAY BE USED WITH THIS PRODUCT. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR PERMIT THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGE, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Please contact Customer Service at 800.654.8483 (option 4) between 7:30 a.m. and 5:00 p.m. CST or via the website (www.jascoproducts.com) if the unit should prove defective within the warranty period.

JASCO Products Company

Building B
10 E Memorial Rd.
Oklahoma City, OK 73114
FCC U2Z45602-3

The Federal Communication Commission Radio Frequency Interference Statement includes the following paragraph:

The equipment has been tested and found to comply with the limits for a Class B Digital Device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment uses, generates and can

radiate radio frequency energy and, if not installed and used in accordance with the instruction, may cause harmful interference to radio communication. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna

- Increase the separation between the equipment and receiver

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected

- Consult the dealer or an experienced radio/TV technician for help

Operation is subject to the following two conditions:

- This device may not cause interference; and

- This device must accept any interference, including interference that may cause undesired operation of the device.

Important Note: To comply with the FCC RF exposure compliance requirements, no change to the antenna or the device is permitted. Any change to the antenna or the device could result in the device exceeding the RF exposure requirements and void the user's authority to operate the device.

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