

Frequently Asked Questions

usa.siemens.com/inhabEM

How does Inhab Energy work?

1. Install in the Electrical Panel of Your Home

The Inhab Energy Monitor can be installed in most homes in the electrical panel. It monitors renewable energy net metering without requiring you to buy additional equipment. The Inhab Energy is UL Certified.

2. Monitor Your Home's Circuits

By adding 50A sensor bundles you will be able to monitor up to sixteen individual circuits. The sensors can be bought with the Inhab Energy. This allows you to monitor the appliances and equipment you want. You can monitor your furnace, water heater, washer, dryer, solar generation, air conditioner, etc.

3. The Device Can Be Connected Over Wi-Fi

The Inhab Energy Monitor can be connected over 2.4GHz Wi-Fi. It can monitor electricity use and generation twenty-four hours a day, seven days a week. The device can collect one second of energy data. This allows it to monitor voltage for real power metrics. Inhab Energy Monitor can track how much energy is being used by important appliances or track how much energy is being generated and sent back to the grid.

4. You Can Manage Your Energy

Inhab Energy Monitor allows for energy use and generation to be managed with a simple iOS or Android application. This application will give you actionable recommendations and real-time data anywhere, at any time. It also aids in preventing costly repairs, conserve energy, and save you money on your electricity bill.

The Inhab Energy Monitor is installed inside the home's electrical panel. Here it can collect system voltage with the wire harness, and amperage/current with the CTs (sensors) connected to the device. The Inhab Energy Monitor box includes 200A CTs that can measure up to 250A for the mains, and 50A CTs that can measure up to 75A. You can choose to add the 50A CTs in addition to the 200A CTs to capture branch circuit usage from the circuit lines to each breaker. With the values measured by Inhab Energy Monitor, we can provide real-time and historical data for all the circuit usage measured by the device. Inhab Energy Monitor can sample voltage and measurement channels at about 24,000 samples per second. Twice per second, Inhab Energy Monitor uses these measurements to

calculate RMS averages for each of the voltage channels and then pairs current channels with the correct voltage channel to calculate and report the wattage for each of the 19 CTs in the app. (3 x 200A Mains CTs and 16 x 50A Branch CTs)

That measurement data is uploaded to the cloud, where it is then relayed into the Inhab Energy app. That means that the measurement data can be viewed from anywhere in the world if you have an internet connection. This also means that an internet connection via Wi-Fi or Ethernet is required for Inhab Energy Monitor to operate.

When the setup is correct, Inhab Energy Monitor should have an accuracy level of +/- 2% compared to your utility provider meter measurements related to the kW/kWh unit of measurement.

As an energy monitor, it can be paired with other devices for automated control of your appliance's energy for various goals. Those features are part of the Energy Management functions available within the app. (3x200A Mains CTs and 16x50A Branch CTs)

What happens if Inhab Energy has an unstable Wi-Fi connection?

There are two scenarios with this issue:

If the internet outage is less than fifteen minutes, the device should be able to function using its on-device memory. This allows it to store all its measurements and upload that data when the connection is regained.

If the internet outage is more than fifteen minutes, then it will continue to monitor usage. Still, it will not be able to save all the measurements due to memory limitations. If this happens, the device will measure the cumulative usage during the outage. As soon as the Wi-Fi connection is regained, Inhab Energy can take the before and after cumulative measurements and get a total amount of usage. It can take this total usage amount and average it over the period that the outage occurred. In this case, the seconds, minutes, and possibly the hours will have identical values because they are the averaged numbers calculated after the outage. This will still allow for the cumulative usage total to be correct.

For the most accurate readings, we recommend that you have a constant and stable Wi-Fi connection.

How do the CT's/Sensors work?

The Current Transformers (CTs) are the sensors used by Inhab Energy Monitor to measure power in real time. They are composed of a magnetic material called Ferrite that allows measurements of the current flowing through a circuit line or wire. The CTs are split core; this means they snap apart at the sensor itself. This allows them to be clamped directly around the circuit line without requiring you to detach the circuit line or any electrical work.

The 200A CTs that are designed to be placed on the system main lines will measure up to 250A on the Inhab Energy top ports. On the other hand, the 50A CTs will measure up to 75A. If that current limitation is passed, no damage will take place to either the Inhab Energy device or the sensors since they're passively monitoring power. However, it is important to note that the measurements

themselves will max out at those amounts respectively. The amperage limitation itself is not on the sensor but on the Inhab Energy device port. This means that using a 200A CT on a side port designed for the 50A CTs will only reach 75A before maxing out its measurement capacity.

How many 200A CTs are needed?

The answer to this question depends on the phase count in your system. You will need one 200A CT sensor per phase/live main line. It is important to note that neutral and/or ground are not included as a phase.

Can I interchange Mains CTs and Branch Circuit CTs in Energy Monitor ports?

Port calibrations are designed to be used with corresponding CTs. Please install CTs as indicated in installation instructions.

How does the wire harness work?

The wire harness is the part that connects to the bottom of the device with four wires.

The black wire on the wire harness is used as a part of the installation to provide power to Inhab Energy and to monitor one phase of voltage through the electrical system.

Depending on whether you have a single-phase, split single-phase, or three-phase system, you can determine where the red and blue wire should be attached. The installation guide outlines the proper installation of these wires. If you are not sure how many phases of power your electrical system has, please take a picture of your electrical panel, and contact the Customer Support team. We will be able to help with the connection of the wire harness, depending on your system.

The wire harness allows for voltage, phase, frequency, and offset to be detected. These values are used to provide the most accurate measurements possible, but may not all be shown in the application itself.

The white wire is the neutral line for the device and is usually attached to the neutral bus bar. There is an exception if you are using an AFCI/GFCI breaker.

Are there any additional costs?

No, all costs are included as part of the device's purchase. No subscriptions or anything of that sort are required.

Is the data measured from the device available from the device directly?

Since the product is designed to be cloud-based, there is no other way to obtain the measurement data other than through the Inhab Energy application and cloud services.

Will this device work in my home?

The Inhab Energy was built to be a very versatile energy monitor. It can work on single, single-split (two) and three-phase systems. It can measure voltage directly to understand if your system is about 120V or 240V. The device will work perfectly in both scenarios.

The Inhab Energy should work great for most residential situations and light-commercial applications. The few limitations are listed below:

System voltage (line-to-neutral voltage per phase) must be under 264V.

The line amperage must be under 250A for the main lines (monitored with a 200A CT) and 75A for the branch circuit current.

The line-to-neutral voltage must be similar across all lines and phases. If there are situations where one line-to-neutral voltage is higher than the others, it will not work properly. For example, two 120V line-to-neutral phases and one 240V line-to-neutral phase will not work with Inhab Energy because it uses averaged voltage for some on-device calculations.

Will this device work outside of the US?

Yes, in most situations Inhab Energy should be flexible enough to work on your system. If you are unsure whether Inhab Energy would be a suitable device for your monitoring situation, please reach out to Customer Support. It is helpful if you know the electrical details of the system, including phase count and voltage level. Also, pictures of the proposed electrical panel or customer unit can help clarify things for the team.

What do I need to install the device?

To install the device in your home, you will need to consider how many sensors you will need.

If you have a three-phase system, you will need a kit with three 200A CTs to have one on each power phase for your main lines. There should not be a sensor on the neutral line. If you have a single or single-split (two) phase electrical system, any kits will work since all kits include at least two 200A CTs.

To determine how many 50A CTs are required, you must decide how many circuits you want to monitor. If you would like to lower the number of sensors you need, you can prioritize the higher loads/consumptions. You can always add more sensors/devices at another time if you would like to measure more circuits.

If you need to monitor multiple panels or more than sixteen branch circuits, you can use more than one Inhab Energy Monitor.

Outside of the Inhab Energy hardware, you will need 2.4GHz Wi-Fi or ethernet cable with an internet connection and access to the electrical panel breakers and wiring.

What should I look out for to prevent issues installing the Inhab Energy?

1. Some electrical panels and consumer units have different main line connections to the panel breakers. This can include bus bars, or mains hidden behind a protective plate. Overall, a few different CT styles can work better than the default 200A CTs included in the kit. If you are unsure whether your mains can be monitored, feel free to take a picture of your panel with the cover off and contact the Customer Support team for clarification.
2. There can be a situation where your solar system has its own connection to the utility meter outside of the regular system consumption circuits. In this case, it is difficult for Inhab Energy to monitor accurately. This is because the 200A CTs need to be installed on the main lines where they can see back fed power to measure. In these environments, the back fed power is skipping 200A CTs and the Inhab Energy will only be able to capture the consumption in the system. ***We will be adding app functionality in the future to allow for customized sensor relationships to help in these situations.***
3. In situations where the electrical system has one line-to-neutral voltage higher than the others, the Inhab Energy will not work correctly. The device functions by using averaged voltages for on-device calculations, so in situations where that average is too far off from the baseline voltage findings it can cause measurement issues.
4. The hardware level limitations on the Inhab Energy are line-to-neutral voltage higher than 264V or line amperage higher than 250A. We do not have any products that can monitor power higher than those values.

If you have any questions about the potential of Inhab Energy on your electrical system, reach out to Customer Support with any details/pictures of your panel, and we can help clarify installation possibilities for your situation.

Does a professional electrician need to install the Inhab Energy?

We highly recommend that a professional electrician installs the Inhab Energy. Areas of the electrical panel can be dangerous due to high voltages. To avoid issues with installation, it would be best for an electrician to install the device.

Can I use more than one Inhab Energy?

Yes, the Inhab Energy Monitor is very flexible. If you have multiple panels or more than sixteen circuits in a single panel, using more than one Inhab Energy Monitor can be a great way to capture the additional circuits.

What if my panel does not have enough space for the device?

The Inhab Energy does not need to be mounted inside the electrical panel. The main requirement is for Inhab Energy to be kept away from outdoor elements as it is not meant for outdoor use. If your electrical panel is indoors, it can be set up in whatever way works best for your situation. If you need to install the device outside, we recommend using a separate weatherproof box and running the sensors and wire harness through the electrical panel knockouts. The key is to make sure the device does not encounter outdoor elements.

Does the 50A CT need to be reversed for solar monitoring?

Yes, it will need to be reversed because the direction of the power supply is reversed for solar monitoring.

Can the CT measure the DC side of the solar inverter?

No, it cannot. The CTs included in the Inhab Energy Monitor will only work on AC circuit lines.

How can I set up the Inhab Energy Monitor for sub-metering?

Revenue grade accuracy is less than 1%. Inhab Energy Monitor system resolution is +/- 2% accuracy which is not a revenue grade metering product. Customers should not use the data for billing purposes.

Does my Inhab Energy need a multiplier on the “mains” for a 240V system?

No, it does not. The Inhab Energy can measure voltage directly, so there is no need for a default multiplier on 240V single- or three-phase systems.

What is the proper way to align and place the CT sensors?

The CTs have been designed to be relatively flexible. They should be able to be placed anywhere along the circuit line. They do not need to rest against the breaker or line terminals if the spacing is too tight nearby.

Inhab Energy can match each sensor to the appropriate phase and voltage without specifying what port the sensor is attached to. This means that any A, B, and C ports can work for the 200A CTs to be plugged into.

It does not matter which ports the 50A CTs are attached to. Feel free to plug in the sensors to any of the top ports if it is needed. If you are looking at the top of the device, Port 1 should start in the top left and follow to the right up to Port 16 on the top right side.

Make sure that the breaker imprint on the bottom of the CTs is pointing toward the breakers.

How can I monitor dual-pole or multi-pole circuits using the CT sensors? How can I properly use multipliers?

Dual-pole or multi-pole circuits are the kind of circuits that include two lines or more to power the connected appliance or load. There are two ways these types of circuits can be monitored with Inhab Energy:

1. The first way would be to attach a single sensor to each leg of the circuit. This will capture the measurements of the entire circuit.
2. Another method would involve the use of a single sensor on one leg of the multi-leg circuit and setting a multiplier in the application. This allows you to conserve a sensor to use to monitor an alternative circuit. For some appliances, the difference caused by this setup can be large. Sub-panels can have even larger differences, so it is generally recommended to not use multipliers on those kinds of circuits.

To set up a multiplier on the application for a specific circuit:

1. Select Menu in the top corner.
2. Select "Manage Devices" under "Settings"
3. Select the device you want to make changes to.
4. Select the circuit you want to add the multiplier to.
5. Change the multiplier field to 2.00 for a dual pole breaker and select Save.

What if I have more than 16 circuits to monitor?

If you need to monitor more than sixteen circuits, then the best solution would be to use two or more Inhab Energy Monitor devices together. In order to do this, you will need to make use of a feature called Nesting. There are two installation methods for multiple devices to work together.

1. If the Inhab Energy Monitor devices are in a shared panel with more than sixteen circuits to be monitored, the first Inhab Energy Monitor can be setup exactly as the installation guide details. The second Inhab Energy Monitor can be setup similarly, but you will need to skip the 200A CT on that device and only use the 50A CTs. After this, you can use Nesting to connect the second device under the first on the application.
2. If the Inhab Energy Monitor devices are in separate panels (like a main/sub-panel relationship), then both Inhab Energy Monitor devices can be setup in their own panel as shown in the installation guides. The sub-panel can be nested under the main panel Inhab Energy Monitor on the application.

What if I have more than one line through a sensor?

Overall, we recommend that you have a single line through a single sensor. However, there is one situation where you can add multiple lines through a single sensor. This is if both lines are on the same phase of power. This would allow for the total usage from both lines to be shown as a single measurement in the application. The standard amperage limitations would still apply.

How can I extend CT's or sensors?

If CT wires need to be extended, use 16-22AWG Class I wiring, rated 600V or higher. It is best to keep the sensor extensions less than 20 feet since signal strength can degrade over further distances and cause measurement inaccuracy. If you need to monitor circuits more than 20 feet away, you should use a separate Inhab Energy Monitor at that location.

Can I install the Inhab Energy Monitor on breakers larger than 15A?

No, Inhab Energy Monitor wire harness must be installed in breakers with a maximum ampere rating of 15A.

Do the 200A CTs need to be connected?

No, they do not need to be connected. The 50A CTs will work fine if you wish only to use those. The 200A CTs are only required if you are looking to measure the system totals captured from the main lines. They are unnecessary if you are only concerned with finding the branch circuit usage from the panel.

Can I use an outlet or a plug to power the Inhab Energy Monitor instead of what it recommends in the regular installation?

No, you cannot. Inhab Energy Monitor uses the wire harness to detect system voltage across each phase in your system. If you use an outlet for the power supply to the device, you will miss voltage phases for measurement accuracy. This will cause issues with the installation. Please install the device as the installation guide recommends.

How can I work the home screen of the app?

At the top of the app's home screen, you will be able to see the saved device's name. Under this, you will see the measurements of each circuit. The total usage is the combined total of all the 200A CTs connected to the device. This value may change to a Net Usage/Net Production value if you are generating energy in the system. Under this is the list of the 50A CTs and branch circuits. To the right of the list is the real-time power measurements and the percentages of each circuit as compared to the total usage.

What if I need solar or net metering?

The home screen will change a little if you have energy generation in your system (i.e., from solar panels). Net production indicates that you are producing more solar power than your home is consuming. It is defined as total solar production plus total usage. The total usage is the total energy consumption of the home. It includes both utility-sourced and solar production. The balance is the amount of energy not measured by a 50A sensor.

How can I reset Wi-Fi?

1. Ensure you are near the device you need to reset.
2. Open the Inhab Energy application on your smartphone or tablet.
3. Select the Menu button on the top left corner.
4. Select Manage Devices.
5. Select the device you wish to make changes to.
6. Scroll to the bottom of the page and select Reset Wi-Fi/Solar Setup. You will not lose any of your data or your device settings during this process.
7. Select the device you want to reset.
8. On the Safety Information page, select Next.
9. On the Solar/Generation page, select "Skip this; I am just resetting this device".
10. Follow the prompts to find the device with Bluetooth. Enter Wi-Fi network credentials.

How can I re-calibrate the device?

If you want to re-calibrate the device, you must ensure that you have solar/generation turned off and a decent consumption load during the reset. This will help the Inhab Energy Monitor device to automatically calibrate itself correctly based on the highest consumption values it can detect as part of its scanning and calibrating process.

When is nesting helpful?

1. Main/sub-panel relationships with Inhab Energy Monitor devices in each location.
2. Multiple Inhab Energy Monitor devices in a shared panel to capture more than sixteen circuits.
3. When Smart Plugs or EV Chargers are measuring usage already monitored with a Inhab Energy Monitor.
4. Nesting an Inhab Energy Monitor under a Utility Connect where the Utility Connect captures system mains and the Inhab Energy Monitor captures circuit level details.

How can I create a custom-sorted circuit list?

When you set up the device, all branch and circuit measurements are sorted by usage with the highest consumption listed at the top. You can change the order of the circuits by:

1. Select Menu on the top left corner.
2. Select the Manage Devices tab under Settings.
3. Select your device.
4. Toggle the slide bar for Custom Sort Circuits to ON.
5. Each circuit should show a symbol with four horizontal bars. You can drag the circuit into the appropriate spot on the circuit list.
6. Tap the Home button to save the changes.

How can I use Inhab Energy Monitor as the monitor for energy management?

The features involved in Energy Management are Peak Demand and Excess Solar Management, where real-time power/usage measurements are necessary to manage the behavior of connected electronic appliances. To manage that behavior, it is important to have a monitor installed to monitor the real-time system usage. The Inhab Energy Monitor is perfect for this.

It is essential to ensure the device is installed correctly to capture the energy usage through the 200A CTs on the main lines. You will need to ensure that the device is set up correctly because if the 200A CTs or main measurements are not captured correctly by Inhab Energy Monitor, then the automated functionality based on those measurements will not work correctly either.

All the Energy Management functionality (Excess Solar Generation as well as Peak Demand) will provide automation based on the system usage as detected by an energy monitor. The Inhab Energy Monitor is the energy monitor that will provide the most installation flexibility and the best usage details available.

Why is my Wi-Fi not connecting?

This answer is mainly for new device setups or resetting the device for a new Wi-Fi network when the connection is not working. If your device has dropped offline, then you will need to do a Wi-Fi reset.

The best thing to do first is to power cycle and reset everything before troubleshooting Wi-Fi connection issues. Power cycling the device, force closing and relaunching the Inhab Energy application, or resetting the router can often fix connection issues. Power cycling is the process of unplugging the device for about thirty seconds and then powering it back up. You can do this by flipping the breakers off that the power supply is connected to.

The Inhab Energy Monitor needs a reliable signal strength for best performance. It is very important to mount the Wi-Fi antenna on the outside of the load center enclosure. Also, if it is possible, we recommend that you move the Inhab Energy device closer to the Wi-Fi access point. If the device cannot be moved closer, perhaps try using a Wi-Fi extender or a Wi-Fi hotspot. Alternatively, you could use a Wi-Fi antenna extender.

Outside of these recommendations, you could try double-checking your Wi-Fi or router settings to make sure that the security protocol is set to WPA, WPA2, or WEP. Also, make sure that there is no dual layer security, the channel assignment is set to automatic, no firewall settings are in place to prevent communication, and that there are no connected device limitations on the router or network settings.

Below is a list of problematic situations when it comes to connecting Wi-Fi:

1. There is no 2.4 Hz network available. The Inhab Energy Monitor device will not work on a 5.0 GHz network.
2. Mesh networks can cause issues for Inhab Energy devices sometimes. Make sure the firmware is updated to avoid issues.
3. There is a shared 2.4GHz/5.0GHz network. If this is the case, try to set up an exclusive 2.4GHz network instead.

Why is the CT or sensor not showing up in the home screen circuit list?

The number of available port/sensors will always be shown in the settings menu. However, if the individual circuit measurements do not show up on the home screen, then there is an issue.

The first thing you should try is checking the physical sensor. If there is a loose sensor wire connection, then this is most likely the issue. Make sure that the sensor wires are securely tightened in the screw terminals.

If this does not solve the issue, then try to trade out the sensor for a sensor that you know is working. Connect the working sensor into the problematic port and connect the sensor that was not working to a port that was previously working. This should be able to tell you if the issue is a bad device port or a bad sensor.

What is bad Balance?

Overall, Balance is the combined total from the 200A CTs minus the total of the 50A CTs. When Balance is showing something different than you are expecting, it is usually related to the sensors not measuring accurately.

Look out for the affect of multipliers on the Balance value. Both lines of the multiplied circuit must behave equally for balance to not have discrepancies. Make sure to check the circuits you have that are using a multiplier.

How can I fix a Balance that is too high?

If the Balance value you are seeing is higher than what you are expecting, then it usually is caused by one of the following cases:

1. Not all your sensors that should be on the home screen circuit list are present. If any are missing, it will affect the Balance.
2. The mains with 200A CTs are being over-counted. One CT should be on the live main per phase in the system.
3. The 50A CTs are being under-counted. This sometimes happens if the CTs are not covering all the breakers.

What does it mean if the balance is “green?”

When a number in the application is green, this indicates that it is a negative number. The number being green can be caused by one of following scenarios:

1. There is solar generation without a 50A CT monitoring it.
2. The mains have been under counted, there are not enough 200A CTs, or the 200A CTs have been calibrated incorrectly.
3. The 50A CTs have been over-counted. This can be caused by multipliers, doubling sensors on circuit wires, or by sensors on neutral lines.

Why is the total or net usage not matching up with the utility provider's measurements?

Make sure that you compare the total or net usage to the correct time frames of data. This means that the device's time zone needs to be set correctly.

In addition to this, ensure that the 200A CTs are installed correctly.

Check to see if there is usage happening upstream from the energy monitor. For example, if there is an external breaker panel or power supply happening upstream then the device will not be able to detect that usage.

After all these things have been confirmed to be working well, you can reach out to the Customer Support team to run diagnostics on the energy monitor.

Why are my CTs or sensors showing incorrect measurement amounts?

There are different options available to troubleshoot the underlying issue. They depend on which type of circuit or CT is having the inaccurate measurement.

If your 200A CT is having issues, see the solution below:

The 200A CTs will have their measurements combined when looking at the watts unit of measurement in the application. Sometimes, the issue is caused by the 200A CT measurements being an incorrect count of required CTs for the number of phases in your system. It is important that you only connect one 200A CT to each of the live main lines.

- Single Phase systems only need one 200A CT.
- Single-split, aka "Two" Phase systems need two 200A CT's.
- Three Phase systems need three 200A CT's.

Make sure that the 200A CT is only placed on the live mains and not on neutral lines.

In addition to this, make sure that there are no multipliers on the main circuits on the application. The Inhab Energy measures voltage directly, so it knows if you are on a 240V or 120V system.

Ensure that the CTs are placed on the system mains and not the branch circuits.

If you have solar generation, make sure that the 200A CTs are further upstream in the system compared to the incoming lines from the inverter.

It can be helpful to switch to Amps in the application to troubleshoot the mains/CT issues.

If your 50A CT is having issues, see below:

Make sure that the 50A CT is only monitoring a single line when troubleshooting. If you are using a multiplier, we recommend that you remove it and add another 50A CT to make sure that you are measuring everything directly. If you are running multiple wires through a single sensor, separating them to measure directly is the best option.

50A CTs: Why is my sensor not showing usage when the appliance is running?

Make sure that the 50A CT is on the correct line and plugged into the correct device port. You can double check what the appropriate port number is by looking at the number printed on the top of the Inhab Energy Monitor. Also ensure that the 50A CT is not on a neutral line or covering multiple wires on separate phases of power.

Another thing you can do is to try adding another CT to the same line to see if the measurement behavior is duplicated across sensors. If both sensors are measuring the same, then it could indicate that the device is operating successfully, and the system or appliance is at fault.

Why are my sensor not showing accurate measurements when comparing it to a third-party ammeter or multi-meter?

Below are some factors that could contribute to this issue:

1. Your third-party meter is showing apparent power. The Inhab Energy device is programmed to only report real power. This measurement will be different than a third-party device measuring apparent power.
2. You are viewing in amps rather than watts. While you can view both, there are a few cases of the 50A CTs being less accurate when viewing amperage compared to wattage. The Inhab Energy is designed to be accurate within +/- 2% when compared to the utility meter in watts.

You could attempt to add another CT to the same line to analyze if the measurement behavior is duplicated across sensors and device ports. If they are measuring the same, this would indicate that the device and sensors are working correctly, and the issue is the system or appliance. If they are not behaving the same, you could attempt the same duplicate test on another line with different sensors to identify which pair of sensors are causing the issue.

Why is my solar/net metering amount not being measured correctly?

This problem is usually caused by one of the following issues:

1. The 200A CTs are placed incorrectly. You will need to ensure that your 200A CTs on the device are placed on the main lines between the incoming grid power and the solar input to the system.

Usually, this only interferes with setup when your system has line-tapped solar or solar lines connected directly to the mains. Some solar installations have the solar or inverter lines going to the meter or a connection upstream (not the panel where the device is located).

2. There was an incorrect device calibration. If you have confirmed that the sensors are set up correctly, the device may need a re-calibration reset to track usage correctly. Ensure that your solar is turned off and that you have a large consumption load running on each phase of the system. The recommendation is less than 1kW per phase. To recalibrate the device, please reference the steps below:

1. Make sure you are in close proximity to the device you need to reset.
2. Open the Inhab Energy application.
3. Select the Menu option in the top corner.
4. Select "Manage Devices".
5. Select the device you would like to make changes to.
6. At the bottom of the page, select "Reset Wi-Fi / Solar Setup".
7. Select the device you want to reset.
8. Select "Go".
9. On the Safety Information page, select "Next".
10. On the "Solar / Generation" page, select "I have Solar / Generation".
11. Turn your solar power off. This will ensure you only have energy from your utility.
12. Turn on a load (large appliances) so the device can see consumption.
13. Select Solar is off, and the appliance is on.
14. Locate your device via Bluetooth and connect it to your Wi-Fi network.
15. Inhab Energy will configure your system for Solar Net Metering. Once this is complete, save your device's name and select the correct time zone.
16. Select "OK".
17. Turn your appliance(s) OFF and your solar power back ON.
18. Your Inhab Energy should now show excess generation as green (negative) numbers and bars on the graphs, and load will display as blue (positive) numbers and bars on the graphs.

How can I connect my device to Bluetooth when no device ID is listed?

When setting up the Inhab Energy Monitor, you will need to select your Device ID after going through the installation guide or going to setup. This is the last six digits of the serial number from the device list. If no devices are listed when you come to this part of the setup, then you can try:

1. Make sure your Inhab Energy Monitor is powered on and within five feet of the phone or tablet you use for the setup.
2. Ensure that application permissions are allowed for the Inhab Energy application through your phone's settings. You can do this by going to settings on your phone, selecting "Inhab Energy," and toggling on all app permissions for device setup.
3. Attempt to force close the Inhab Energy application, power cycle the device for thirty seconds, reopen the application when you are within five feet of the device, and go to the set-up process again to select your Device ID from the device list.
4. Try to search for the Inhab Energy's broadcasted Bluetooth signal to see if it is being setup correctly and available to the phone. To do this, reference the steps below:
 1. For Android – Go to "Settings", select "Connections" and "Bluetooth". You should be able to see a "PROV_XXXXXX" device (or sometimes "Inhab_XXXXXX").
 2. iOS - iOS does not natively show the nearby/available devices as needed through the default operating system. We generally recommend an app called "nRF Connect" that can help. You should be able to see a "PROV_XXXXXX" device in the list (or sometimes "Inhab_XXXXXX").

If still running into issues after attempting the above recommendations:

1. Try another phone and/or tablet if available.
2. Try uninstalling/re-installing the Inhab Energy app.
3. Reach out to Customer Support.

Why is my AFCI/GFCI breaker tripping after installation?

If you have AFCI or GFCI breaker, then you may need to change the installation process to prevent the breaker from tripping. Review breaker manufacturer wiring instructions to see if white neutral harness wire needs to be wired to breaker neutral lug or neutral bar.

How can I fix an error saying, "We have detected two 200A sensors but only one voltage reading"?

If you encounter this error, there is a discrepancy between the number of valid voltages being seen by the wire harness and the number of 200A CTs installed. Make sure that you only have 200A CTs installed on live lines from the meter and not on a neutral line.

The Inhab Energy Monitor installation guide will outline the proper installation for these wires.

The number of valid voltages captured by the wire harness should match the number of 200A sensors that you have installed.

Single Phase Systems: One 200A sensor. Black Wire to breaker. Red, White, and Blue to Neutral

Split Phase/ 2 Phase Systems: Two 200A sensors. Black Wire to breaker (Phase 1), Red Wire to breaker (Phase 2), Blue and White to Neutral

3 Phase Systems: Three 200A sensors. Black wire to breaker (Phase 1), Red Wire to breaker (Phase 2), Blue Wire to breaker (Phase 3), White to Neutral

If you think you have your wire harness set up correctly and are still receiving this error, make sure you do not have any of the Phase Wires (Black, Red, or Blue) hooked to breakers on the same phase of power.

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