



WELCOME TO
carbonTRACK



CONTENTS

Set-up	02
Getting started	03
Experience	04
For solar customers	06
For non-solar customers	14
Alerts for all customers	16
Technology	18
How carbonTRACK connects	19
Your carbonTRACK unit	20
Questions?	22
Troubleshooting	23
Product information	25
Data	27
Service and Support	28
Warranty	30

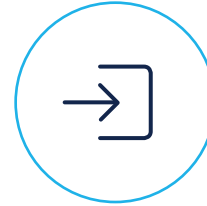
SET-UP

GETTING STARTED



Check your emails

You will have received a welcome email with your username and password



Login

Go to my.carbontrack.com.au or access your account from the App



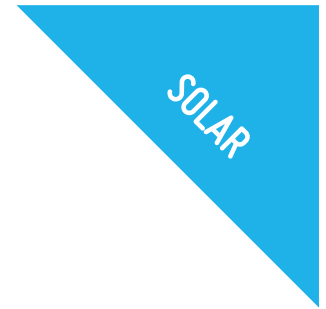
Start using carbonTRACK

EXPERIENCE

SOLAR CUSTOMERS

Turn to page 6.

Any double page that applies to you will have a light blue triangle titled “solar” in the top corner of the right page.



NON-SOLAR CUSTOMERS

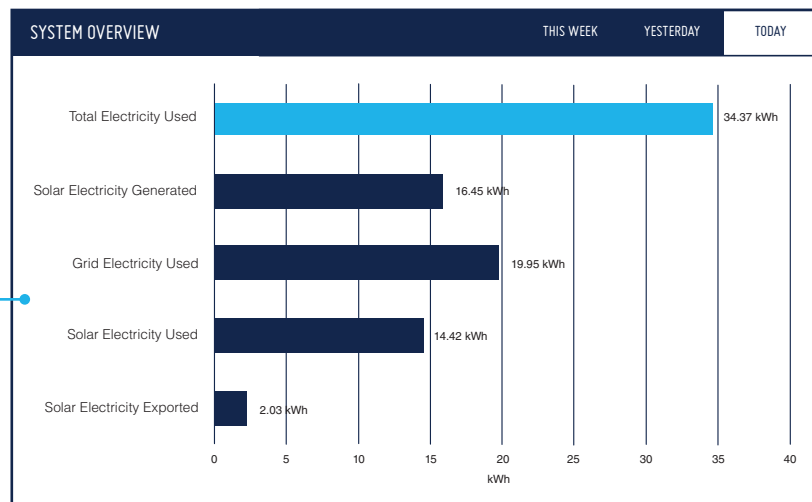
Turn to page 14.

Any double page that applies to you will have a dark blue triangle titled “non-solar” in the top corner of the right page.



USING carbonTRACK

Understand your electricity



This can be found on your Dashboard page via my.carbontrack.com.au only

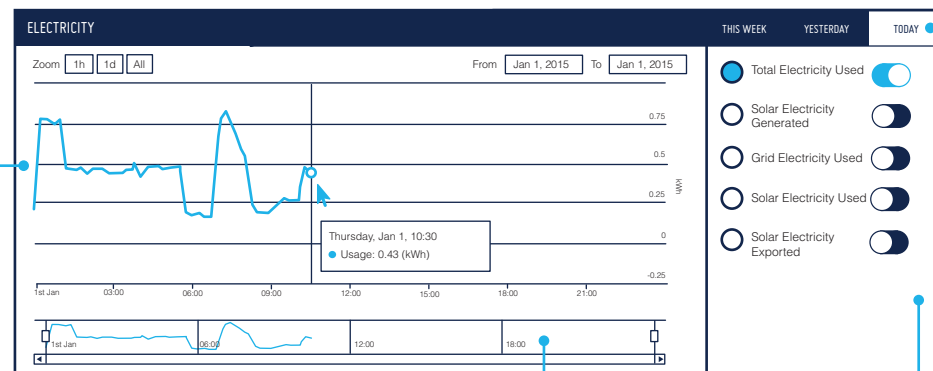
Total Electricity Used shows the amount of electricity you are consuming.

This is the sum of **Grid Electricity Used** (power you buy) and **Solar Electricity Used** (power you use for from your solar generation).

Solar Electricity Generated shows the total electricity produced by your solar panels.

This is broken down into **Solar Electricity Used** and **Solar Electricity Exported**, which shows how much power you use and how much you sell back to the grid.

This can be found on your Dashboard page via my.carbontrack.com.au and App



Click through the graph to see detailed data posted in 15 minute intervals.

Adjust the slide bar to zoom in or out to see different time frames.

Control the information you see by turning data lines on and off.

Monitor your total electricity use for **Today**, **Yesterday** or **This Week**.

Access your data whenever you want it

USAGE REPORT

Report Date Range

Start

End

Data Types

Total Electricity Used

Solar Electricity Generated

Grid Electricity Used

Solar Electricity Used

Solar Electricity Exported

This can be found on your Reports page via my.carbontrack.com.au only

Create a report to see how much electricity you make and use.
Select a date range and data type, then run a report.

Reconcile your electricity bill

MY REPORT

Summary: 11/09/2014 - 24/09/2014

<input checked="" type="radio"/> Total Electricity Used	685 kWH
<input type="radio"/> Solar Electricity Generated	622 kWH
<input type="radio"/> Grid Electricity Used	403 kWH
<input type="radio"/> Solar Electricity Used	282 kWH
<input type="radio"/> Solar Electricity Exported	340 kWH

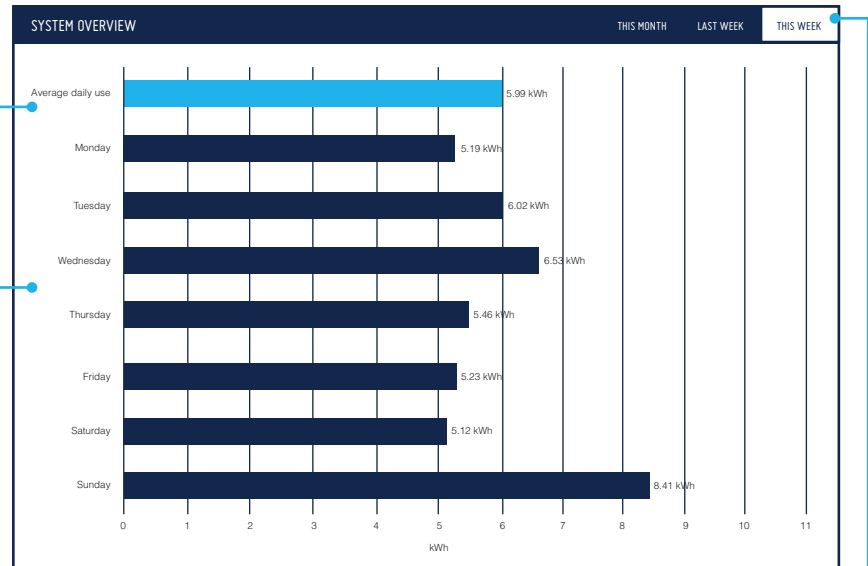
This can be found on your Reports page via my.carbontrack.com.au only

The report summary table shows the amount of electricity used and made over your selected time frame. Compare these figures against your bill to validate charges.

Once a report has been created, you can view it on-screen, save as CSV or print it out as a PDF.

USING carbonTRACK

Understand your electricity

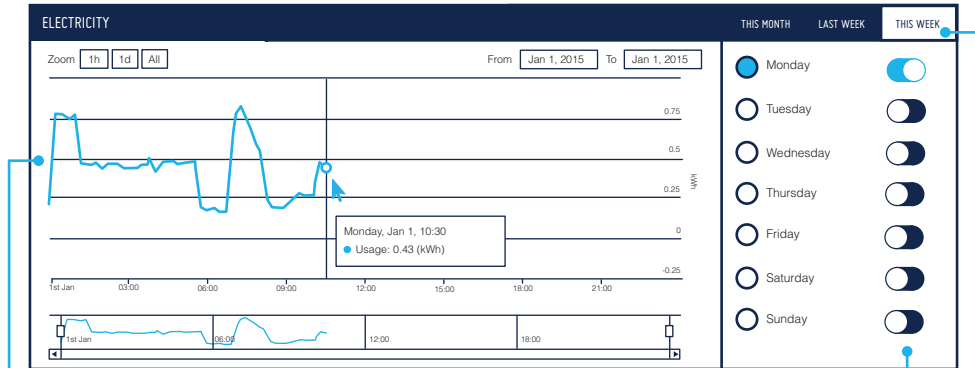


This can be found on your Dashboard page via my.carbontrack.com.au only.

Shows average daily electricity use over the last four weeks.

Compare this with a day-by-day breakdown of electricity use throughout the week.

Monitor your electricity use for this week, last week, or this month.



This can be found on your Dashboard page via my.carbontrack.com.au and App.

Click through the graph for a detailed view of your electricity use. 15 minute interval data updates automatically.

Control the information you see by turning data lines on and off. View multiple data lines simultaneously.


Click on This Week, Last Week or This Month to compare how much electricity you consume.


Access your data whenever you want it

This can be found on your Reports page via my.carbontrack.com.au only.

USAGE REPORT


Report Date Range

Start 

End 

MY REPORT

Summary: 11/09/2014 - 24/09/2014

 Total Electricity Used **685 kWh**

Create a report of electricity use. Choose the date range, then run the report. Reports can be viewed on-screen or printed as a pdf.

"Save As CSV" downloads data so you can complete your own analysis.

The summary table on your report shows total electricity use over a selected time frame. A graph is generated under this summary. Compare these figures against your bill to validate charges.

Switch devices from anywhere in the world*

This can be found on your Devices page via my.carbontrack.com.au and Switch tab via carbonTRACK App*

HEATER

Switch (Manual): Use scheduling (Auto):

Temperature: °C

Wednesday	On 6:00 AM Off 7:00 AM	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	On 6:00 AM Off 7:00 AM	<input type="checkbox"/>	<input type="checkbox"/>

Add New Schedule

Day:

On:

Off:

Schedule and set timers to let carbonTRACK manage your devices automatically.

Switch devices on or off manually.

Set device temperatures (switching and temperature monitoring functions must be installed).

Create a new schedule for your device.

Click the plus sign. Then select the days and times you want your devices to switch on and off. Make sure you send changes to the device.

Get the iOS or Android App*

Access menu to switch units or log out

See data for Today, Yesterday or This Week

Dashboard

View the information as a graph

Settings

Switch appliances

*carbonTRACK App is a condensed version of the web interface. Log in via my.carbontrack.com.au to access the full interface.

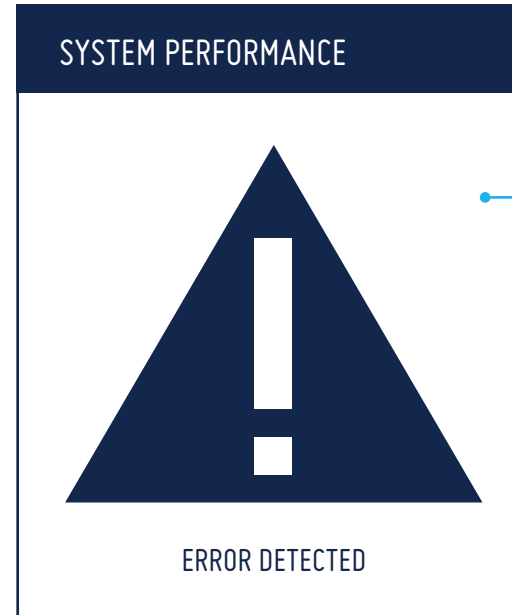
System performance checks



When output from your system is as expected, a tick will be displayed on your Dashboard.

This can be found on your Dashboard page via my.carbontrack.com.au only.

Performance alerts



When power output from your system is *not* within the expected range, an exclamation mark will be displayed on your Dashboard.

Contact your supplier or carbonTRACK to determine why your readings is not as expected.

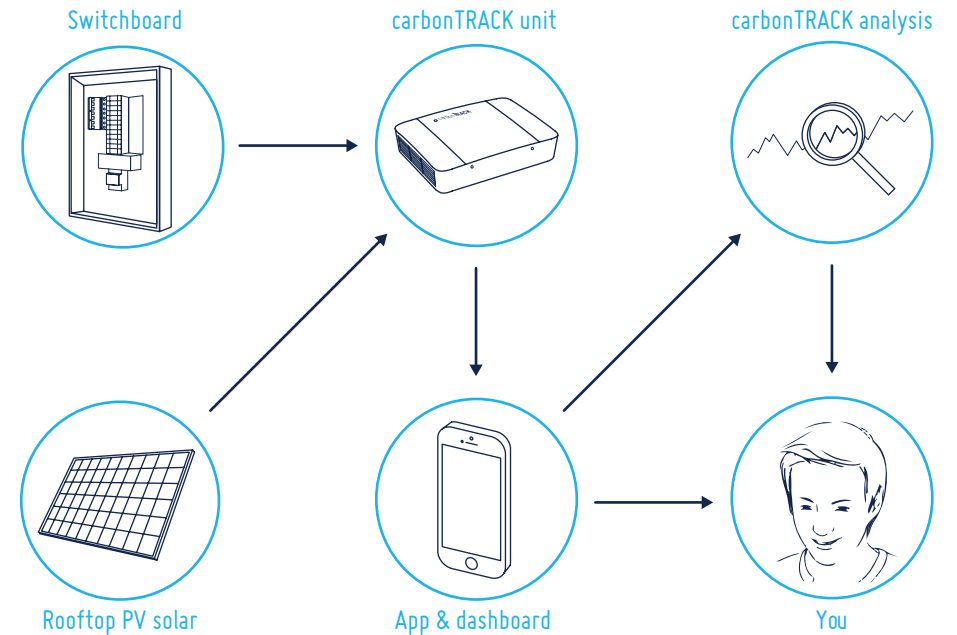
This can be found on your Dashboard page via my.carbontrack.com.au only.

TECHNOLOGY

HOW carbonTRACK CONNECTS

carbonTRACK takes readings of your electricity consumption and solar system (if present) at the mains switchboard.

It sends data in 15 minute intervals to the central carbonTRACK server via the mobile network. This data is immediately available via your user dashboard.



YOUR carbonTRACK DEVICE

The device itself is a micro-computer with an integrated modem.

Peripherals are attached, including:

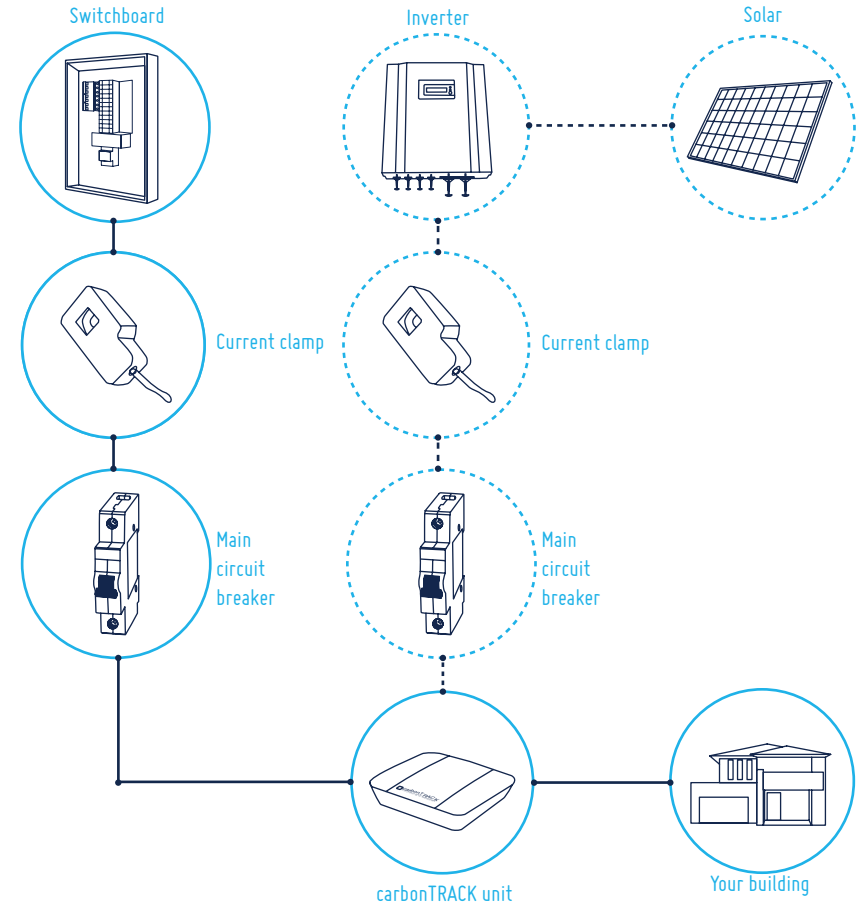
- a voltage sensor that reads and calculates the mains voltage.
- a power supply that has an output of up to 3 amps and 12 volts DC.

These items are connected to the circuit breaker in your switchboard.

Your carbonTRACK device detects power flows using current clamps, with up to three clamps installed on the electrical mains wire and the other installed on the output of your solar PV inverter (if present).

A small aerial antenna may be fitted within your carbonTRACK device to boost the cellular network signal.

The enclosure of the carbonTRACK device is dust proof, weather-proof and pest resistant.



QUESTIONS ?

TROUBLESHOOT

How do I login to the carbonTRACK user interface?

Login to the carbonTRACK interface via any smart phone, tablet or computer. Go to my.carbontrack.com.au or download the iOS or Android App.

I have forgotten my username. Help!

The username for your carbonTRACK login is your email address. Contact your supplier and quote your details to recover a forgotten email address.

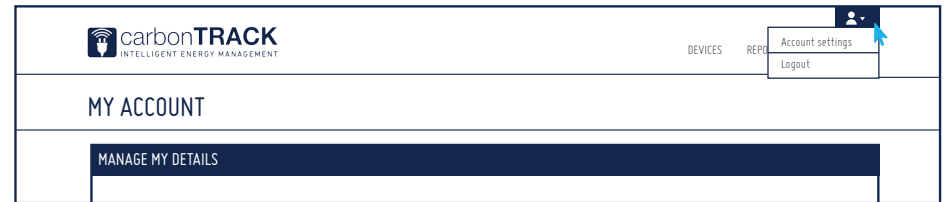
I have forgotten my password. Help!

If you have forgotten your password, contact your supplier's or carbonTRACK's customer support team. They will reset the password for you.

Please reset your password once you login to your account.

How do I change my account details or password?

Open your Account Settings page, update your details or password and save.



What happens to my electricity supply if carbonTRACK breaks down?

carbonTRACK will not affect your electricity supply at all. If for some reason your carbonTRACK device stops working, it will no longer collect data and post it to your interface. If carbonTRACK is connected to a circuit for switching purposes, and for some reason the carbonTRACK device breaks down, its default setting is OFF for safety purposes. Please contact your supplier or carbonTRACK if your device stops working.

When will my carbonTRACK device be able to monitor solar generation?

You will be able to see your power consumption as soon as carbonTRACK is installed with your solar system. After the solar system is installed, an inspector needs to sign it off before it can be turned on. This may take up to four weeks. Once this is done, carbonTRACK will automatically start to give you information about your solar generation as well.

PRODUCT INFORMATION

Where will my carbonTRACK unit be installed?

A carbonTRACK device is typically installed near the switchboard.

Who will install my carbonTRACK unit?

Your carbonTRACK device will be installed by an accredited electrician. You must not do any part of the installation process by yourself.

How long is the warranty and what does it include?

carbonTRACK offers a 24 month manufacturer's warranty, included on all products. If a manufacturing fault occurs within the warranty period, carbonTRACK will repair or replace your unit free of charge. For more information on our warranty, please see page 30.

How much electricity does a carbonTRACK device use?

Your carbonTRACK device uses about 43W (watts) of power, which is about 0.04kWh (kilowatt hours) of electricity in an hour. By comparison, an iPhone battery uses about 0.005kWh and a laptop uses about 0.19 kWh in the same time.

Is carbonTRACK connected to my internet?

No. carbonTRACK has its own SIM card, just like a mobile phone. This means that all of the data it collects and transmits is sent via the mobile network.

If I move premises, can I take my carbonTRACK device with me?

Yes, your carbonTRACK device can be disconnected and installed at your new premises. This must be done by an accredited electrician. You will need to contact your supplier or carbonTRACK to make the necessary changes to your customer account.

Is carbonTRACK a suitable replacement for a smart meter?

Although carbonTRACK provides more information than a smart meter, it is not a replacement for State Government mandated smart meters.

What can carbonTRACK show me that my smart meter can't?

Smart meters only show you the electricity drawn from and exported to the grid, currently in 30 minute intervals.

carbonTRACK shows how much electricity is used from your solar panels (if present) and how much is from the grid. It also shows the amount of solar power (if present) you are generating and the amount you are exporting. This is all done in 15 minute intervals.

DATA

Who can see my data?

Only you can access your password-protected data on the carbonTRACK interface via your smartphone, tablet or computer. Your supplier and carbonTRACK need and have access to your data to provide you with tailored advice.

Will my data be published or shared with third parties?

Any data used for analysis will be completely anonymous. Your supplier and carbonTRACK may use your data for case studies or research and development, but your personal information will never be revealed or shared.

How secure is my data?

To ensure maximum security, carbonTRACK's data platform runs with military grade encryption, developed using our unique data language.

If I move premises, will my energy data be visible to the new owner?

No. As long as you advise your supplier and carbonTRACK that you will be vacating the premises, we will make sure that no historical energy data is visible to the new owner.

SERVICE AND SUPPORT

Contact your supplier for Customer Care and Technical Support.

Alternatively, please escalate any major issues to carbonTRACK:

[carbonTRACK Customer Care](#)

1300 200 959

info@greenengineering.com.au

[carbonTRACK Technical Support](#)

1300 200 959

info@greenengineering.com.au

WARRANTY

MANUFACTURER'S WARRANTY

The warranty period for your carbonTRACK product(s) is 24 months from the date of delivery.

Please refer to www.carbontrack.com/legal for the published warranty statement in accordance with your date of delivery.





#tomorrowtoday

<http://www.greenengineering.com.au>