

Uninstalling your Greenwich Energy Hero Devices

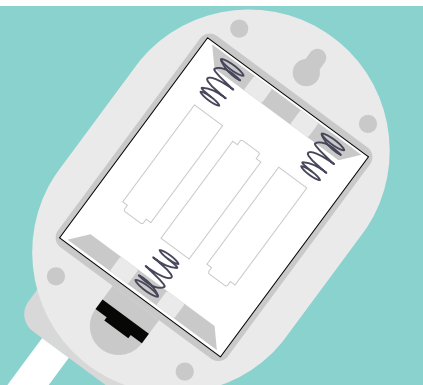
If you need any assistance during the uninstall process, or don't feel confident to do it yourself, please contact us on residential@kiwipowered.com and an engineer will be very happy to assist you.



Uninstalling is simple, but please make sure to **follow the instructions in the specified order**, do not skip any steps, get help if your devices are hard to get to, and do not touch any cables unnecessarily.

1

Find me attached to your electricity meter



Without disconnecting the Transmitter, lift the cover and remove the three AA batteries that are inside.

2

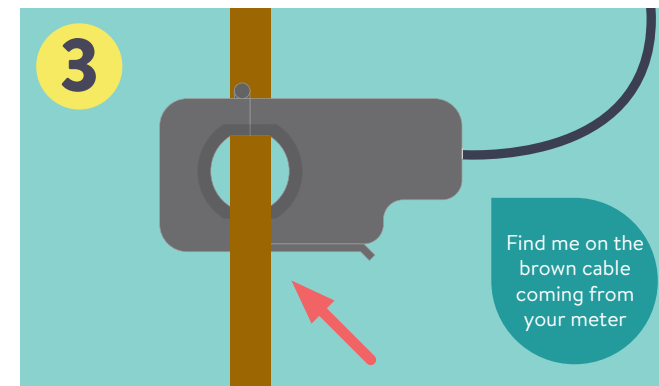
GLOW



Unplug the cable that is inserted into your Transmitter from the Clamp.

3

Find me on the brown cable coming from your meter



Unclip and remove the Clamp from around the Brown Live Wire coming from your electricity meter. Please avoid touching any other live cables.

4

Find me plugged in to an electric socket or WiFi router



Disconnect the Glow Stick. You'll find it plugged into your WiFi router or an electric socket most likely between your router and electricity meter.

5



Follow your mobile device instructions to uninstall the GEH app. After the end of the project, the app will no longer be available to download.

6



Greenwich has a number of options for recycling small electrical goods. You can:

- Drop it off at your nearest recycling site
- Take it to the Reuse and Recycling Centre in Thamesmead
- If you do not live in a house, check your bin store for a pink recycling bin for electrical items

