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The ZEB®

Your new boiler

User Guide

V1.0 / ZEB-40R

Heat your home, not the planet. tepeo

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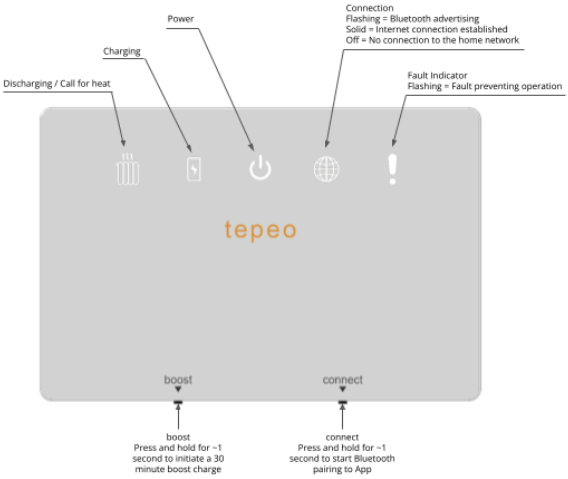
1. How the ZEB works

As the ZEB is a heat battery, it will work slightly differently to your existing boiler. Just like your phone battery charges up using electricity and draws down on this stored energy as needed, the ZEB also uses electricity to charge up, storing energy as heat that can be used on demand when you want to heat your home. The ZEB intelligently stores the right amount of heat based on your needs, the weather and your tariff, mostly charging up at off-peak times to minimise electricity costs and topping up during the day if needed. How long a full charge lasts depends on the property size, heating usage and the weather.

2. The Comms Box



3. The tepeo App

The tepeo App gives you ultimate control and visibility of what your ZEB is doing. Use the App to:

- Register your account and connect to your ZEB.
- Check the status, state of charge and see what your ZEB is doing at any time.
- Find out estimated carbon savings.
- Manage the settings for your ZEB, tariff and charging preferences.
- Boost charge or activate 'Away Mode'.
- Manage your account, find frequently asked questions and contact our Support Team.

In order to access the App, you need an account for your ZEB to connect to. You can also update tariff details and charging settings via this account.

The App is updated regularly and new features are introduced frequently. To ensure you benefit from the latest experience, set your App to automatically update. You can do this by:

- Android: Go to Settings > Network preferences > Auto-update apps.
- iOS: Go to Settings > App Store > Turn on App Updates.

3.1 Downloading the App and creating an account

You can find the App by searching for 'tepeo' in the Google Play Store or the App Store. Once downloaded, follow the instructions

on the screen to create an account. You can login with your Google, Apple or Amazon accounts or alternatively you can create a tepeo account, by selecting 'Continue with email' at the bottom of the screen. You can log in to your account from multiple devices.

3.2 Navigating the App

The first screen you see when opening the App is the home screen, where you have three options - Status, Insights and Energy. Other settings and controls can be found in the main menu, which is accessible by clicking on the menu icon (☰) in the top left hand side corner. On the top right hand side corner, you can also find your notifications.

4. How to connect and setup your ZEB

Once you have created your account, you can connect it to your ZEB. To do that, you need to be in the same room as your ZEB and the Comms Box. Follow the steps below:

1) Open the tepeo App and choose 'Connect Device'. Next, enable Bluetooth on your phone and press 'Next Step'.
    - For Android devices you will also need to enable location permissions, follow the App prompts for this.
2) You will be asked to press the 'connect' button on your Comms Box for ~1 second. When done, the 'Connection' LED will start flashing.
3) Your phone will now look for and connect to your ZEB.

- If this step fails, ensure your Bluetooth is on and the Comms Box 'connect' button has been pressed firmly once.

4) Once your ZEB is connected, press 'Continue' to set up your network; the ZEB needs to have an internet connection to send and receive data back to the Cloud and your tepeo App. Being connected to the internet means your ZEB is able to receive up-to-date charging schedules and send alert notifications if something is wrong.
5) Choose whether you'd like to use wireless connection (Wi-Fi) or a wired connection (via ethernet cable) and follow the steps to connect your ZEB to the internet.
6) Next select your region (GSP - Grid Supply Point); you can find your GSP on your energy bill - it's the first two digits of your MPAN (check glossary for more details). Use those digits to locate the corresponding region.
7) Next find your supplier and tariff by following the steps in the App. Your ZEB needs this information to effectively optimise charging.
    - Note: You need to select the exact tariff, and in some cases you will see names that are similar but not the same. Refer to your energy bill to ensure you have the right name selected.
        i) Selecting an incorrect tariff can lead to higher energy bills, as the ZEB will be optimising based on incorrect tariff timings and costs.
        ii) To review your selected tariff, just go back to the App, open the main menu and select

'Tariff Settings'. Here you can review and update your tariff.

8) Once your ZEB is set up, it will automatically be set to 'Smart Charging', which uses our smart algorithm to decide when and how much to charge based on your historic heat demand, your tariff and the weather.

Please note: The ZEB works best with a time-of-use tariff, where the ZEB has access to at least 4-5 hours of off-peak electricity each day. These tariffs have at least two different unit rates for electricity: an off-peak period(s) charged at a lower rate and a peak period charged at a higher rate. Off-peak periods tend to happen mostly overnight and/or when there is excess renewable generation on the grid. Once you set your tariff in the App, the ZEB will know when it is best to charge.

If you change your electricity tariff, for example at the end of a fixed-term contract, make sure to update it in the tepeo App, so your ZEB knows when it's best to charge.

5. How to register and maintain your guarantee

Your guarantee is automatically registered when you connect your ZEB to your account via the tepeo App during installation. If you prefer to connect your ZEB at a later date, you will need to

manually register your guarantee by filling in the form at www.tepeo.com/guarantee/register.

5.1 How to maintain your guarantee

We provide two options to help you maintain your 10 year guarantee:

- An annual ZEB Health Check, which is required as a minimum and is paid each year.
- The tepeo Care Plan, which includes the annual ZEB Health Check, as well as other subscriber benefits, and is paid monthly.

For more information on the two options, including pricing and what's included, please visit www.tepeo.com or contact our Support Team on www.tepeo.com/contact-us.

Please note: Not providing regular maintenance for your ZEB could lead to faults, reduced efficiency, and potential invalidation of your 10 year guarantee.

6. Charging Styles, how to choose one and how to set it up

6.1 Types of Charging Styles

The ZEB has three different charging styles to provide you with flexibility and choice: Smart Charging, Basic Charging and Custom Charging.

Smart Charging

This is where your ZEB decides when to charge and for how long. To do that, the ZEB's smart algorithm uses your tariff details, your historic usage, the forecasted weather and a prediction of your heating demand for the next day to decide when to charge. Additionally you can select what you'd like your ZEB to optimise for when charging:

- Cost - if you'd like to optimise for cost, the ZEB will plan to charge based on the cheapest times available. Depending on your tariff, this may mean using electricity that is largely generated from fossil fuels.
- Carbon - if you'd like to optimise for carbon, the ZEB will plan to charge at the greenest times (or when the carbon intensity of the grid is lowest). This can be during high-cost times and can result in higher energy bills.
- Please note: By default, your ZEB is set to Smart Charging optimising for lowest cost. This can be changed through 'Charging Settings'.

Basic Charging

This is similar to 'Smart Charging', but as well as charging to meet your predicted heating needs, your ZEB will make sure it charges to 100% on cold days (if the average outside temperature is predicted to be below 15C°), and to at least 50% if the temperature is expected to be above 15C°.

Custom Charging

This is where you decide when and how much you'd like your ZEB to charge. If you choose 'Custom Charging', then you should manually set the ZEB to charge during the off-peak times of your electricity tariff (with top up charges during peak times, if desired). The ZEB will aim to keep your 'Target Charge %' regardless of the tariff selected in the App.

6.1.1 Other instances where the ZEB charges

- Frost Protection: This type of charging happens without any intervention from you. The ZEB will automatically keep a small amount of charge in the ZEB's core so that your thermostat can ensure your pipes don't freeze.
- Boost Charging: When 'Boost Charging' is activated, the ZEB will start charging immediately for 30 minutes. You can use this feature through the App or the Comms Box.
- Call for Heat: If your thermostat calls for heat and the ZEB does not have enough charge to meet the predicted demand for the rest of the day, it will charge as long as it's on 'Smart' or 'Basic Charging'. Under 'Custom Charging' it will not charge.

Our recommendation is for you to follow the steps described in the Quick Start Guide to optimise your heating system to reduce the need for peak charging.

6.2 How to choose which Charging Style is for you

Depending on your lifestyle, heating habits and home, different charging settings might work for you.

- Choose 'Smart Charging' if you'd like the ZEB to decide when and how much to charge. This will be done automatically on a daily basis with optimisations made throughout the day.
    - Note: Some peak charging is possible on very cold days, in larger properties, or properties where the heating system hasn't been optimised for the ZEB.
- Choose 'Basic Charging' if you want the features of 'Smart Charging', but with the reassurance that your ZEB will charge to full or at least half full based on the temperatures outside.
    - Note: Some peak charging is possible on very cold days.
- Choose 'Custom Charging' if you want to be in full control of when your ZEB charges. If you want the ZEB to only use off-peak power, you can set your schedule to align with the off-peak period(s) of your tariff.
    - Note: This may mean that you need to manually boost charge on the coldest days.

6.3 How to change your Charging Settings

This section explains how to set and update your charging settings in the App.

Your ZEB arrives pre-set for 'Smart Charging'. It needs a few days to a week to learn your habits and heating demands before fully adjusting to your needs.

It can take a bit of time to find the right charging style for you and you might want to try all options before making a decision. You can easily change the style of charging by following the steps described below:

- Select 'Charging Settings' from the left hand side menu bar.
- Next:
    - Either disable 'Smart Charging', which will activate 'Basic Charging' and give you an option to activate 'Custom Charging'.
    - Or update the 'Charging Style' to optimise for carbon instead of cost on 'Smart Charging'.
- Once you enable a new charging setting, your previous charging style will be automatically disabled.

6.4 How to set Custom Charging Schedule & Target Charge %

With 'Custom Charging', your ZEB will charge to the target levels you set throughout the day. This will mean 'Smart Charging' and 'Basic Charging' is disabled and the ZEB will do as instructed - not

varying charging based on the weather, grid carbon intensity or changes in heat demand over time.

This could mean your ZEB will charge more than is needed (e.g. in mild weather) OR that your ZEB does not charge enough to meet your heat demand (e.g. in cold weather).
Please ensure that you have considered the timing & pricing of your tariff when setting these times and targets. The ZEB will simply charge when you tell it to, not automatically adjusting based on your tariff settings in the App.

To enable 'Custom Charging', follow the steps described below:

- Select 'Charging Settings' from the left hand side menu bar.
- Next, choose 'Enable Custom Charging' and press 'Confirm'.
- Edit the schedule and set a 'Target Charge %'. This is how much charge your ZEB will aim to get to in the time provided .
    - Note: If the ZEB does not reach the target charge before the end of the charging period, it will stop charging.
- Follow the prompts in the App to choose the 'Start' and 'End Time' and the 'Target Charge %'. Without a 'Target Charge %' you won't be able to save that time period.
- You can add new time periods for charging (in 30 minute increments) by editing the 'End Time' of the last row.
- Once you are happy with your selection press 'Save'.

6.5 How to boost charge

'Boost Charge' will manually start 30 minutes of charging. Use this when you want to top up your ZEB's charge. This will not change your normal charging settings, and will not repeat. If you want to charge it for longer, then you should enable this function again after the 30 minutes have passed. To 'Boost Charge':

- In the App
    - Select 'Boost charging' from the left hand side menu bar and follow instructions on the screen.
        - To confirm 'Boost Charge' has been activated, your ZEB will appear as 'Charging' on the home screen in the App and the 'Charging' LED on the Comms Box will light up.
- Via the Comms Box
    - Press the 'boost' button on the Comms Box for ~1 second.
        - Once 'Boost Charge' has started, the 'Charging' LED will light up and the ZEB will appear as 'Charging' on the home screen in the App.
    - Note, pressing the 'boost' button again before the 30 minutes charge has elapsed will stop the 'Boost Charge'.

Note:

- If your ZEB is already fully charged, or at a high state of charge (above 62.5%, ~25 kWh) AND discharging, 'Boost charge' will not be possible.
- If your ZEB is offline (not connected to the internet), then you won't be able to enable 'Boost Charge' via the App, however you should be able to start 'Boost Charge' from the

Comms Box.

- If your ZEB is powered off, then ‘Boost Charge’ is not possible either through the App or the Comms Box.
- If your ZEB is in ‘Away Mode’, you will still be able to ‘Boost Charge’.

7. Discharging

Your ZEB starts discharging heat when the room temperature falls below the temperature your thermostat is set to.

The ZEB will also release some heat if fully charged and not discharging - this is known as ‘standing losses’. Standing losses are highest when the ZEB is at full charge and decrease as the ‘State of Charge’ decreases. Follow the tips in the Quick Start Guide for optimising your heating system to reduce standing losses.

8. How to find out what your ZEB is doing?

Your tepeo App has information about what your ZEB is doing at all times:

- You can view your ZEB status, whether it's charging, what its current ‘State of Charge’ is and how much energy is being provided to your home on the home screen of your App. This is the first screen you land on in the App when logged in.

- For an estimate of your daily carbon emissions, select 'Insights' in the top menu of your home screen. Please note: These are estimates and they do not take into account any solar and other micro-generation charging.
- To find out what the ZEB was doing on a particular date head to 'Energy' in the top menu of your home screen. Select a date to see the 'State of Charge', 'Electricity In' and 'Heat Out' within 6 and 24 hour views.

9. How to set Away Mode

'Away Mode' puts your ZEB into standby, meaning it won't charge on a schedule. You can use this when you go away on holiday, you're not at home or if you want to use your ZEB for heating your hot water only during the summer months.

- Please note: Your ZEB will still do minimal charging for 'Frost Protection', and will 'Boost Charge' if prompted.
- Set 'Away Mode' via the tepeo App, with the following steps:
    - Open the App.
    - Tap the main menu icon in the top left corner and select 'Away Mode'.
    - If 'Away Mode' is disabled and you want to enable it, select 'Disable Automatic Charging' and follow on-screen instructions.
    - If 'Away Mode' is enabled, you can either 'Update Settings' by adjusting return date or choosing 'Enable Automatic Charging', which will start your

chosen ZEB charging schedule on ‘Smart’, ‘Custom’ or ‘Basic Charging’.

- You can set a date for your return, and your ZEB will be charged for that day. If no date is set, then you will need to remember to turn off ‘Away Mode’ by selecting ‘Enable Automatic Charging’ in ‘Away Mode’, before the required day of heating.

10. Types of users and how to add them

10.1 What type of users are there

- Primary Users - the first user to be linked/connected to the ZEB will automatically become a Primary User. As a Primary User, you have the highest level of control for the ZEB, including setting the ZEB charging style or enabling ‘Away Mode’. There can only be one Primary User at a given time, but the Primary User can log in on multiple devices.
- Secondary Users - once a Primary User has connected to the ZEB, any following users who connect to the same ZEB will automatically become Secondary Users. There is no limit on how many Secondary Users a ZEB can have. A Secondary User has view-only access to all parts of the tepeo App such as status, insights, tariff and charging settings but cannot make any changes to them. The following features are read-only access:
    - Charging settings

        - Boost charging via the App
        - Tariff settings
        - Away Mode
        - Flow temperature controls
    - Network settings - not visible

10.2 How to change Primary User

There can only be one Primary User at any given time. In order to change Primary User, the Primary User should go to the 'ZEB Settings' in the tepeo App and select 'Unlink ZEB'. At this point, all users linked to the ZEB will be Secondary Users, an option to claim Primary User access will be displayed in 'ZEB Settings'.

- If no Secondary User claims the option to become Primary User, the next user connecting to the ZEB via Bluetooth will automatically become Primary User.

10.3 How to add a Secondary User

As long as there is a Primary User assigned to the ZEB, a Secondary User can simply connect to the ZEB via Bluetooth in the tepeo App. In 'ZEB Settings' in the tepeo App, users can check their 'Access level', which will say 'Secondary User'.

11. How to change network connection

If you wish to change your network connection, you can do so via the 'ZEB settings' in the main menu bar of the tepeo App.

- Click on 'Update Network' settings in the left hand side menu bar.
- Follow the App prompts to enable Bluetooth and proceed with ZEB pairing via Bluetooth.
- Once paired, choose the desired network setup:
    - Wireless connection - Wi-Fi.
    - Wired connection for Ethernet.
- Follow the App prompts to complete setup.
- You can check that your connection has updated via the 'Status' tab on the home screen, when you scroll to the bottom of the page.

After changing network connection, please ensure that Wi-Fi strength is at the optimal level ('Excellent' or 'Good').

12. How to restart your ZEB

In some instances you might need to restart your ZEB to accept a new update, troubleshoot or fix a fault. Some of the circumstances in which that will be required are described in section 14. For others, you will be informed by our Support Team if any action is required.

- To restart your ZEB, simply turn off the power at the local isolator switch, wait 10 seconds then turn back on e.g. if you have a rotary isolator, then turn it 90 degrees to the OFF

position. After waiting 10 seconds, return the switch to ON position.

13. How to update your ZEB & User Settings

Alongside all of the above settings you are also able to update your ZEB and User settings.

Choose 'ZEB Settings' in the tepeo App to:

- Find out your ZEB ID, registration date and other details.
- Update your network settings or flow temperature.
- Unlink your ZEB from your account.

Choose 'Account' in the tepeo App to:

- Change your account password.
- Delete your account.

14. Troubleshooting

Your ZEB will self-diagnose and correct most connectivity issues or intermittent operational faults. For example, the ZEB will automatically reconnect to your Wi-Fi if the connection is lost.

If the ZEB detects a fault which isn't automatically corrected, the 'Fault indicator' LED on the Comms Box will flash.

Restarting the ZEB may clear the issue. If this fails to fix the issue, please contact our Support Team on www.tepeo.com/contact-us.

The below list of troubleshooting queries is not exhaustive. If you can't find what you need on here, we suggest checking the tepeo App FAQs for more details, as we are constantly updating our products and documentation.

14.1 Connectivity issues

If your ZEB is offline it isn't sending or receiving any data, so it doesn't have the latest charging schedule optimised for your upcoming day and it can't send any fault notifications to inform us and you if there is anything that requires looking at.

Your ZEB might be offline if 1) you can see a red icon next to the ZEB in the tepeo App 2) 'Connection' LED is not illuminated on the Comms Box 3) 'Power' LED is not illuminated on the Comms Box.

- Ensure ZEB has power and the 'Power' LED is illuminated on the Comms Box.
- Your internet connection is working and other devices can connect to it.
- To verify connectivity, in the tepeo App home screen, scroll down to check 'Wi-Fi signal strength'. If it shows as 'Poor', 'Unstable' or 'Unknown' then the ZEB will struggle to keep reliable connectivity. You could try connecting the ZEB via Ethernet cable, repositioning your router or existing Wi-Fi extenders or adding a Wi-Fi extender. Please consult with your internet service provider for the best solution.

- If the above doesn't work, follow the steps in section 12 to restart your ZEB.
- If either of the above steps don't work, contact our Support Team on www.tepeo.com/contact-us.

'Excellent' and 'Good' Wi-Fi signal strengths are optimum for making sure your ZEB is connected to the network.

14.2 Not seeing usage or carbon data in the App or seeing incorrect data

If you are not seeing data in the App (Status, Insights, Energy) or the information you are seeing is incorrect, please follow these steps:

- Take a screenshot of the screen.
- Restart your ZEB (see section 12).

If this fails to fix the issue, please contact our Support Team on www.tepeo.com/contact-us to submit the screenshot and supporting details.

14.3 What to do if you can't find your tariff in tepeo App

- If you are unable to find your electricity supplier or tariff when setting your tariff details, select 'Other' in the Supplier selection list and follow the prompts on the screen to add in the details of your 'Custom Tariff'.

14.4 My ZEB is charging at peak times

- If you are on 'Smart' or 'Basic Charging': The ZEB may need to top up its charge periodically throughout the day. To minimise instances of peak charging, we recommend following the guidance provided in the 'Optimising your heating system' and 'Energy tips' sections of the Quick Start Guide.
- If you are on 'Custom Charging': Review your 'Custom Charging' schedule and ensure that the charging times don't overlap with peak periods in your tariff.
- If the problems persist or you would like to speak to someone please contact our Support Team on www.tepeo.com/contact-us.

14.5 My ZEB didn't charge enough last night

- If you are using 'Smart' or 'Basic Charging' and feel like you didn't get enough charge overnight, check your tariff settings and ensure the correct tariff is selected.
    - If the tariff is correctly selected, then contact our Support Team on www.tepeo.com/contact-us.
- If you are using a 'Custom Charging' schedule, you can increase your 'Target Charge %' or time slots via the 'Charging Settings' in the App.

14.6 My ZEB hasn't charged during the off-peak period overnight

With 'Smart' and 'Basic Charging', if the ZEB has enough charge to support the predicted demand for heat into the next day, then it won't charge during the main off-peak period. However if you believe your ZEB should have charged overnight, but it hasn't, follow the below steps to troubleshoot:

- Check if your ZEB is in 'Away Mode', as your ZEB will not charge if 'Away Mode' is enabled. If 'Away Mode' is enabled, select 'Enable Automatic Charging'.
- For immediate use, you can boost charge your ZEB manually for 30 minutes via the Comms Box or in the App.
- If your ZEB was not in 'Away Mode' and still failed to charge when expected, please contact our Support Team on www.tepeo.com/contact-us to report the issue.

14.7 My ZEB's charge is depleting too quickly

Your ZEB's charge usage is directly related to your property's heating demands, which typically increase on cold winter days, sometimes requiring peak charging to maintain warmth. To slow down the speed at which your ZEB uses its charge, consult the 'Optimising your heating' and 'Energy tips' sections in the Quick Start Guide.

If you would like our Support Team to review the depletion, please contact them on www.tepeo.com/contact-us

14.8 My radiators are cold

If your radiators are cold when you're expecting your heating to be on:

- Check if the ZEB is 'Discharging' heat, by checking:
    - The Comms Box, which should have the 'Discharging' LED illuminated.
    - The tepeo App home screen which should say 'Discharging' under ZEB in the Status screen.
- Check your thermostat is turned up and the programmer is scheduled to have the heating on, to make sure the ZEB recognises and reacts to a 'call for heat'.
    - If you have thermostatic valves (TRVs) fitted on your radiators, make sure they are open.
- If all of the above is correct, then consider bleeding your radiators. You can do this yourself or call a plumber to help.
- If none of the above work please contact our Support Team on www.tepeo.com/contact-us.

14.9 Fault light on your Comms Box

Any faults with the ZEB will be shown on the Comms Box, and it's a good place to check first if you notice problems with your ZEB. The most common issues can be fixed with these steps:

- The 'Power' LED is not illuminated - this means there is no power going to the ZEB.
    - Check if the rest of your home has power.

    - If there is power in the house, but none flowing to the ZEB then you can restart your ZEB by following the steps described in section 12.
    - If the problem persists, contact our Support Team on www.tepeo.com/contact-us.
- The 'Connection' LED is not illuminated - this means the ZEB is not connected to the internet. Follow the troubleshooting steps described in section 14.1 connectivity issues to address the problem.
- The 'Fault indicator' LED is flashing - this means something is preventing the ZEB from charging or discharging. Restart your ZEB (section 12). If the problem persists, contact our Support Team on www.tepeo.com/contact-us.

14.10 Push notifications

Your ZEB will at times send you notifications which might require action from you. Below is a list of the most common notifications. If you are unsure about a notification, please contact our Support Team on www.tepeo.com/contact-us

- The ZEB has a fault. Please contact tepeo.
    - Action: Please contact the Support Team on www.tepeo.com/contact-us.
    - If you have received this notification, the 'Fault indicator' LEDs on the Comms Box may also be on.
- The ZEB has fully discharged.
    - This is an informative notification to let you know your ZEB has fully discharged. If this is unexpected,

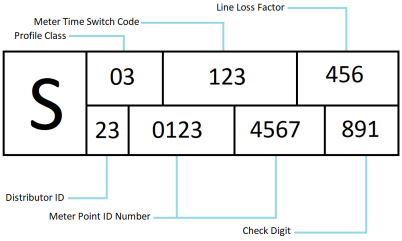
you should check your schedule and charging settings. Contact our Support Team on www.tepeo.com/contact-us if you have any questions.

- The ZEB has been switched on.
    - This is an informative notification to confirm that your ZEB is now switched on.

15. Glossary

- Carbon Emissions - carbon dioxide equivalent in kg CO2e. In the App, Carbon Emissions means the quantity of CO2 (and other greenhouse gases) emitted by power generation in your region of the National Grid to supply the ZEB with electricity.
- Charging Schedule - this is the schedule your ZEB uses to know when to charge. You will have a charging schedule regardless of your charging style.
- Charging Style - this allows you to choose the most suitable charging profile based on your priority between low carbon & low cost energy.
- Commissioning - the final step of the installation process, completed by the tepeo PRO, before the ZEB is ready to be connected to a user account.
- Comms Box - this is the small tethered box that comes with your ZEB and provides key status information including network connection and faults.
- Electricity in (kWh) - the total electrical energy input to your ZEB.

- Flow Temperature - this is the temperature of water flowing from your ZEB to your radiators or hot water cylinder in ºC. *The Flow Temperature Setpoint can be adjusted in the App to suit your heating system.*
- GSP - a Grid Supply Point (GSP) is a connection point on the electricity grid where the high voltage transmission system is connected to a low voltage distribution system. Electricity tariffs and carbon intensity vary across GSP regions. You can identify your GSP region (also be referred to as Distributor ID) by checking MPAN (see definition in glossary)
- Heat out (kWh) - the total energy supplied by your ZEB to your heating system.
- kW - this is the unit of power, meaning the rate at which something uses electricity. *The ZEB charges at up to 9 kW, and is rated at 15 kW peak output / 9 kW continuous output.*
- kWh - this is the unit energy, meaning the total amount of stored or consumed energy. 1 kWh is 1 kW of power sustained for 1 hour. *The ZEB stores 40 kWh of thermal energy.*
- MPAN - a Meter Point Administration Number (MPAN) is a unique 13-digit reference that identifies each electricity supply point. It can be found on your electricity bill.



- Primary User - is the main user in the tepeo App who has full control of the ZEB's settings and is able to make changes.

- Secondary User - is an additional user in the tepeo App who is able to view but not make any changes to the ZEB settings.
- Standing losses - this is the
- State of Charge (kWh) - the energy stored inside the ZEB's core.
- Target Charge % - This is the target charge amount the ZEB will attempt at reaching within the time period specified in the charging schedule.

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