Congratulations on downloading the KOHLER Energy Management App!

Maximize your app experience by using it to monitor your standby generator and connect with our nationwide authorized network of professionals.

Get started below and <u>view FAQ's online</u> to give you peace of mind in the palm of your hand.

1. Download the Free KOHLER® Energy Management App

iPhone Users can visit the <u>App Store</u> Android Users can visit <u>Google Play</u>



2. Create a NEW account or log in to an existing account

- a. Tap "Login" from the main app screen
- b. Scroll to the bottom of the login screen and tap "Sign Up"
- c. Enter your user information which will require you to enter a valid email address and password.
- d. Accept the app Terms and Conditions. You must scroll to the bottom of the page, signaling you have read the full terms and conditions, before you are able to tap "accept".

| 9:10 🕈 🗈 | 9:10 🕈 🕞 | 9:11 ? 🗈 | 10:03 대 후 🕞 |
|-----------------|--|---|--|
| | Cancel 🔒 r-homeenergy.okta.com 🗚 🖒 | Cancel 🔒 r-homeenergy.okta.com 🗚 🖒 | KOHLIR Energy |
| | | | < Terms & Conditions |
| | Sign in with your NEW Kohler Energy Management account login credentials | Sign up First name | State of Wisconsin, not including its choice of law rules. These Terms of Use constitute the entire agreement between Kohler Energy and you pertaining to the subject matter hereof. |
| KOHLER | Email Address Signing in for the first time? All users (including | | In its sole discretion, Kohler Energy may from |
| NOTLER . | Signing in for the first time? All users (including OnCue Plus users) have to create new log in credentials to access the app. | Last name | time-to-time revise these Terms of Use by updating this posting. You should, therefore, periodically visit this page to review the most current Terms of Use. |
| | - | | 10. Settings Liability |
| (((())) | Keep me signed in | Email | Kohler Energy has no ability to make changes to your generator settings. We are not liable for any changes made to end user generators. |
| | | Password | 11. Dealer Responsibilities |
| | Next | © | Dealer is responsible for the following: (a) maintaining a current list of its employees with access to the Kohler Energy Applications |
| | OR | Password requirements: | and controlling their access to Kohler Energy Applications: (b) ensure compliance with the |
| LOGIN | Sign in with Apple | At least 8 characters A lowercase letter An uppercase letter A number A number No parts of your username | Terms of Use by its employees; (c) maintain the confidentiality of usernames, passwords and user account information and for any misuse and resulting harm cause by its employees; and (d) any acts and omissions of |
| | Frequently Asked Questions | | its employees, including a breach of Terms of |
| | Don't have an accourt? Sign up | Sign Up | Uso. |
| | (<) 色 | < > (| Accept Decline |
| | | | |

KOHLER. Home Energy generator.feedback@kohler.com <u>View FAQ's Online</u> 1-800-544-2444

3. Add your Generator to your account by tapping "Add Generator" from either the main dashboard or from the location menu by tapping on the menu icon in the top right hand side of your screen.



a. There are 2 ways to add a generator to your account, the first option is to manually enter the generator Serial Number and Controller PIN (formerly the generator password).
 *Additional notes on how to find the Controller PIN below

This Serial Number and controller PIN can be found in an automatic email that you received when your **authorized Kohler** dealer added your generator to their PRO APP. (You would only receive this email if your dealer is using the Home Energy Management PRO APP.) The email would come from: KohlerHomeEnergy@news.kohlernews.com

In addition, the serial number can be located on the generator nameplate near the controller.

(See image below)

KOHLER. HOME Energy generator.feedback@kohler.com <u>View FAQ's Online</u> 1-800-544-2444



- b. If you are an OnCue Plus user, the second way to add your generator to your account is by looking up and importing your generators from OnCue Plus by inputting your OnCue Plus Username and Password.
 - i. Step 1: From the add generator screen, below the Serial Number and Controller PIN fields, tap on the button that says "Tap here to add generator from OnCue Plus"
 - ii. Step 2: Enter your OnCue Plus username and password
 - iii. Step 3: Verify/add address and import generator matches



KOHLER. HOME Energy generator.feedback@kohler.com <u>View FAQ's Online</u> 1-800-544-2444

4. Enable Notifications for your mobile device

- a. Go to "Settings"
- b. Click on "Notifications"
- c. Scroll to the "Energy Management App"
- d. Click "Allow Notifications"

| Settings | | Notifications Energy M | lgmt. |
|---------------------------|---------|--------------------------|--------------------|
| Airplane Mode | | Allow Notifications | C |
| WI-FI L | arkin > | ALERTS | |
| Bluetooth | On > | 09-41 | |
| Cellular | 5 | | |
| Personal Hotspot | | Lock Screen Notification | Center Banners |
| VPN | | Banner Style | Temporary |
| Notifications | ×. | Sounds | |
| Sounds & Haptics | > | Badges | |
| Focus | 2 | LOCK SCREEN APPEARANCE | |
| Screen Time | > | Show Previews When U | Jnlocked (Default) |
| | | Notification Grouping | Automatic |
| General | 2 | | |
| Control Center | | | |
| Display & Brightness | | | |
| Home Screen & App Library | 5 | | |
| Accessibility | | | |

*Additional instruction on finding/resetting the controller PIN (formally the Generator Password)

Note: To retrieve your controller PIN from the generator, you must reset the controller PIN (generator password). At that time, a new controller PIN will be generated.

When the controller PIN (generator password) is reset on the controller, the connection to the internet will be lost. Anyone monitoring this generator on both the Kohler Energy Management app for homeowners and the Kohler Energy Management PRO app for dealers will need the updated controller PIN to reconnect their generator to their app.

IMPORTANT! Be ready to write down the serial number and controller PIN which will be displayed for 10 seconds.

Follow this procedure if you own the following: RESA/RESC/RCL/RESV/VSG/RCA(L) Models with RDC2 or VSC Controller

- 1. Press Select (circle between the arrows) and then press the down arrow button to navigate to the Network Information.
- 2. Press Select. Networking Status is displayed.



- 3. Press the Down arrow button. Networking Configuration is displayed.
- 4. Press Select. Reset OnCue Password is displayed.
- 5. Press and HOLD the Select button until Reset OnCue Password? No appears. The word No will flash.
- Press the Up arrow button to change the word No to Yes.
 The generator set serial number and new password will be displayed for 10 seconds.
 Be sure to write down the new password for entry into OnCue Plus.

Note: The new controller PIN (generator password) is only communicated to the server when the controller powers up.



enerator.reedback@konter.con <u>View FAQ's Online</u> 1-800-544-2444