

Guide to removing the IDEAL feedback system

August 2019

When you decide to leave the IDEAL project, this guide gives you advice for how to remove the IDEAL feedback system and sensors from your home.

Leaving the project

You are free to leave the project at any time you wish, and do not need to give us any reasons. If you do decide to leave the project, we would be grateful if you could email us to let us know on this email address: ideal.energy.advice@ed.ac.uk.

The original phase of the project ended in June 2018 and since then we haven't had anyone available to deinstall equipment (which became the participants' property) or to collect any equipment from your home. Removing the sensors is easy, see the guide below to show you how.

The tablet, and any other parts of the equipment you have a use for, is yours to keep. For the parts of the system other than the tablet, if have no use for them and it is convenient for you, we would be very grateful if you would return them to us at our address.

The full address is:

- Informatics Forum, 10 Crichton Street, Edinburgh, EH8 9AB.
- Map: <https://goo.gl/maps/fuDk5enBREM2> .

Please put the parts in a box or bag and leave it at reception, with a label addressed to **Martin Pullinger**.

We appreciate that it is not possible for everyone to return the equipment. If this applies to you, then you can dispose of it as standard electrical equipment ('WEEE') instead.

What next?

- We would like to be able to contact you in the future about new related research projects that you might be interested in participating in. If you do not wish to be contacted about this, please let us know when you tell us you are leaving the project.

- We will continue to email out occasional updates about new publications from the project. Again, if you do not wish to receive these, please let us know and we will take you off our lists.
- You can change your contact preferences at any time by contacting us on this email address: ideal.energy.advice@ed.ac.uk.

Thank you for participating in the project. There has been a lot of interest in the project and this interest continues to increase with our ongoing analyses and publications. You can see all our work on the project website, at: <http://www.energyoracle.org/publications.html>.

Don't hesitate to get in touch if you need any further advice about the equipment.

Kind regards,

Martin and the IDEAL team

Sensor or system problems?

If you are planning to leave the project because some or all of your system is no longer working properly, you may wish to try the tips in our troubleshooting guide first to see if they will fix things.

- You can try to get problem sensors restarted by adjusting the aerial and or replacing the batteries.
- You can take down any sensors that still aren't working.
- If you have sensors you no longer want to see the data from you can also remove these. However, we do ask, if you continue to participate, that you leave the following sensors in place to give us a basic dataset from your home: gas meter, electricity meter (two or more sensors) and the living room sensor.

The troubleshooting guide for how to get individual sensors or the system as a whole going again, or how to remove sensors without damaging wall surfaces, can be found online – visit: http://www.energyoracle.org/uploads/1/4/1/0/14108098/ideal_feedback_system_-_troubleshooting_guide_for_participants_june_2018.pdf

Removing your IDEAL sensor system

Please Note: Take sensible precautions when following these guidelines, e.g. only attempt if the location of sensors or equipment is easily accessible to you, and don't deal with wiring, piping, electricity or gas meters or anything else if you are unsure about them. If in doubt, please email us.

- The last page of this guide describes how to remove sensors from walls and other surfaces without causing damage to paintwork etc.
- Sensors contain standard AA batteries that, depending how long you have been in the project, could still have a good amount of charge left in them. Feel free to use these in your own devices, or alternatively dispose of them in your nearest battery collection centre (for some people this is in the correct home refuse bin, or at some supermarkets and other outlets.)
- Things like clamps (on the electricity meter live wire), temperature probes (on the boiler) and gas meter readers can be simply unclipped, unscrewed, or removed. In the case of the electricity meter, there is no contact made with exposed wiring, but for additional safety when removing the clamps you can temporarily switch off your mains supply.
- The base station, a semi-transparent white device with a black antenna, attached to your router, can be unplugged from the mains and disconnected from the router.
- **Enhanced installations only:**
 - Individual appliance monitors (plugged in between certain appliances and the wall plug socket) can simply be removed. These are standard Z-Wave smart plugs that you might like to use again in the future. (The IDEAL basestation also has a Z-Wave USB 'dongle' plugged into it. If you're technically minded, you can use this in other computers to communicate with and control the Z-Wave smart plugs – we used the OpenZWave Control Panel software, [available free on GitHub](#). Or search online for 'Z-Wave' to find a range of compatible products. *Note that the OpenZWave Control Panel software and any other Z-Wave products and services are third party ones, not produced by us, and as such we cannot provide any guarantee or recommendation of their suitability for any purpose*).
 - There is another base station near your electricity meter, which can also simply be unplugged.
 - The break-out box installed near your electricity meter is fitted to electrical safety standards and has no effect on power supply or usage. It can be left in place as it is, or a qualified electrician would be required to remove it if you wish (since the end of June 2018, this would unfortunately need to be at your own expense).

Removing a sensor from walls and surfaces

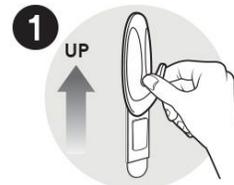
Sensors and some other parts of the equipment are attached to walls and surfaces with '3M Command Strips', which are designed, if removed correctly, to come off with no damage to the surface they are attached to.

The following instructions are adapted from the 3M website – please see their latest version of the instructions here: https://command.3m.co.uk/3M/en_GB/command-gb/hooks-strips/

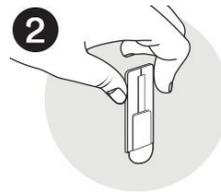
Most sensors are clipped onto a mounting base, which is what is attached to the wall.

If you don't see the Command® Strip poking out the bottom of your sensor, then slide the sensor up to reveal the mounting base and strip.

- **Notes:** occasionally the sensors may be attached directly to your wall, or you may need to slide them down rather than up to remove them from the mounting base. Some are attached with two Command strips rather than just one. If so, remove each separately.



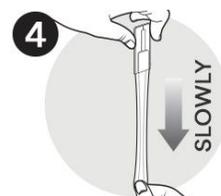
Hold the base (or sensor) gently in place, but don't press it against the wall.



Remember to never pull the strip towards you. Always pull straight down (or in the direction of the strip, if it is applied in a different direction) as slowly as you can.



Slowly stretch the strip straight down, keeping your hand against the wall as you go. Keep stretching up to 3 cm until the hook releases from the strip.



Please send us an email to tell us if you need to move a sensor to a different place to where it usually is – it will help us understand the sensor data better!