

## How does PeakSmart work?

A device (signal receiver) is fitted to the customer's air conditioner during the installation. This device may be activated on a few days each year during periods of high demand on the network. When activated, the air conditioner's energy consumption will be capped for a short period of time, similar to economy mode. Customers don't have to do anything and won't notice a difference to their comfort levels.

Customers who already have a PeakSmart air conditioner installed can have the device retrofitted later and claim a cashback.

## Will PeakSmart affect my warranty?

No.  
PeakSmart air conditioners are designed to have the signal receiver installed.

For more information go to [ergon.com.au/peaksmart](http://ergon.com.au/peaksmart) or call us on **1300 977 421** between 9am to 5:00pm, Monday to Friday.

\*Terms and conditions apply

# PeakSmart air conditioner pocket guide

This pocket guide will help you answer questions customers may ask about PeakSmart air conditioning.





## What cashbacks are available?

Customers can get up to \$400 cashback\* when they install a PeakSmart air conditioner OR convert their existing air conditioner to PeakSmart. Residential customers can claim up to 5 cashbacks with no limits for business customers.

**\$100**  
cashback

Less than  
4kW

**\$200**  
cashback

4kW or less  
than 10kW

**\$400**  
cashback

10kW or  
more

**Salesperson note:** The retailer or installer of the PeakSmart air conditioner can also get a \$50 cashback for each successful customer claim.

## How do I get a signal receiver?

Receivers are provided FREE of charge by Ergon. Most installers and retailers stock these. If the customer obtains a receiver from the retailer they should give it to the installer. If the retailer and installer do not have a signal receiver the customer should ask the installer to contact Ergon.

## Do I have to pay for the receiver to be installed?

As it only takes a few minutes to fit the receiver, most installers do this for FREE when they are installing your new air conditioner.



## How do I claim the cashback?

Customers can apply online at [ergon.com.au/peaksmart](http://ergon.com.au/peaksmart). Customers need a purchase receipt, PeakSmart Installation Form (completed by the installer) and bank account details for the EFT payment. The cashback is normally paid within 3 weeks of application.

**Salesperson note:** Give the customer a copy of the Ergon PeakSmart flyer that explains how PeakSmart works and how to apply for a cashback.

## Why is Ergon offering cashback?

PeakSmart air conditioners help to reduce electricity usage during peak periods. This then helps to reduce money spent on the network and to minimise electricity price increases for everyone.