

4 Gang (socket) Radio Controlled Sockets (Product Code: ENER010) and hand controller (Product Code: ENER002-C)

Questions & answers

Q. On first use the ENER010 did not automatically go into pairing mode. What do I do?

Answer: If the ENER010 has not automatically gone into pairing mode when you first install it please factory reset the unit – see below on page 2 for instructions.

Q. How is the best range achieved?

Answer: The ENER002-C hand controller transmits control messages in a “donut” pattern out of the reverse, front and sides of the controller, not directly out of the front as would be the case for television IT controllers. To obtain the greatest range hold the hand controller perpendicular to the ENER010 adapters you wish to control (usually holding it vertically, pointing towards your ceiling obtains the best range).

Q: How is the ENER010 powered?

Answer: The socket uses power directly from the mains and so requires no battery.

Q. My hand controller does not seem to be working, the little red lamp/LED on the hand controller does not light up when I press a button. Is the battery dead?

Answer: Check whether the battery is making a good contact with the PCB by removing the battery compartment cover and gently pressing down on the top side of the battery housing. If this does not work try to slightly rotate the battery by pushing from the side the part of the battery which is exposed (free of the metal battery holder).

Q: How do I replace the battery?

Answer: Slide open the battery compartment cover on the back of the hand controller. Remove the battery and replace the battery with a CR2032 3V battery. Ensure correct polarity for the battery, (+ sign facing towards the battery compartment cover).

Q: What appliances can I use with the ENER010?

Answer: The ENER002 is 13A rated, so it can be used with any household device rated up to 13A 240V. It is most suitable where access to a socket is restricted (by obstructions for example) and for those with restricted movement.

Q: Does it work in concealed locations and behind walls?

Answer: As it uses radio frequency control it will work through walls, though its range will be reduced depending on the material and the thickness of the wall.

Q: Can I use more than one ENER010 in the same room, or do they interfere with each other?

Answer: There may be some interference between radio-sockets placed into adjacent wall sockets which may affect the range or operation. Energenie recommends that multiple ENER010 as placed at least 1m apart.

Q: Can an ENER010 adapter be programmed to pair (be controlled by) with more than one controller?

Answer: Yes. The ENER010 adapters are addressable by up to two different ENER002-C (can be different controllers). To pair with a second hand controller just repeat the pairing process you followed when pairing the first controller.

Q: Can this product be used with any other remote controls such as my TV remote?

Answer: This is not supported. Most TV remotes use infrared control.

Q: Can the socket be used outside?

Answer: No, this product is for indoor use only.

Q: Do you have any other remote control devices?

Answer: yes please see www.energenie4u.co.uk

Q: How do I factory reset (remove pairing information) the ENER010?

Answer: While the ENER010 is plugged into a powered mains socket in the OFF condition press and hold the green button on the front for around 10 seconds. The red lamp/LED will start flashing after about 5 seconds, and after 10 seconds the LED flashing will momentarily rapidly speedup before returning to the original flashing frequency. This indicates that the adapter has returned to its factory produced state.

Q: What does the green button do?

Answer: Other than for the pairing process the button can also be used to toggles all sockets on/off by a manual press of the button. The LED light above the button will be continuously on if any socket is on.