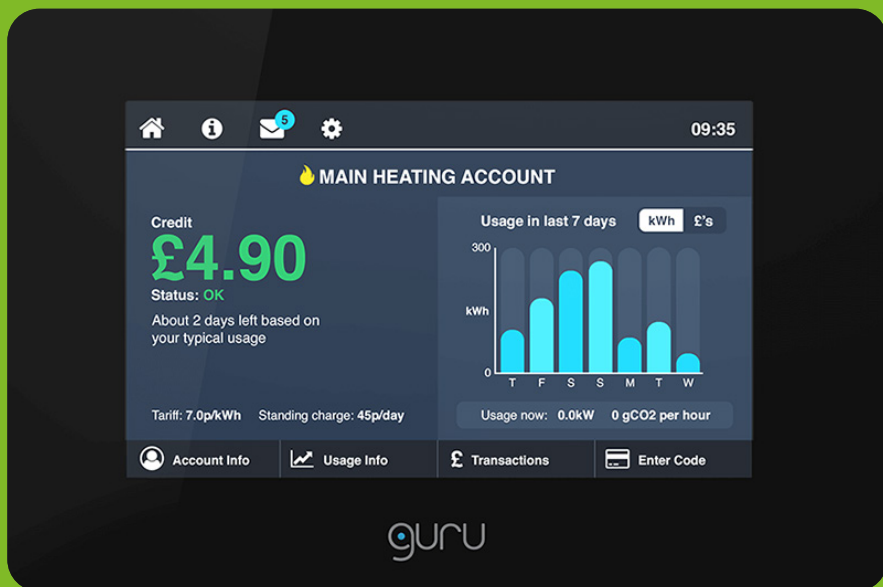# SYCOUS®

guru systems

Guru Hub II

A market-leading utilities management device.

Capture and display heat network data, plus data from up to four other utilities. The accompanying Guru Pay software is used by your chosen metering and billing provider to offer a variety of pay-as-you-go options or credit billing to your customers.

Taking data from meters, a network of Hubs constantly monitors conditions across the entire heat network, including individual dwellings and the plant room.

Guru Hub 2 captures meter data every five minutes for network performance management via Guru Pinpoint, or every thirty minutes for metering and billing.
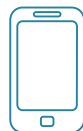
Multi-utility
PAYG or
Credit Billing

MBus, Pulse
and PT1000
inputs

Large colour
display

Touch screen

Recessed or
wall-
mounted

Transferable
protocol

Multiple top-up
options

Wireless mesh
- no individual
SIM required

Wireless mesh -
no site wide
wiring required

Big Data
analytics with
Guru PinPoint

Intelligent
commissioning
and maintenance

How it works?

In the home:

Manages and monitors
up to five utilities

M-Bus, Pulse,
PT1000

Controls up to
three wired
external
devices
e.g.shut off
valves

230VAC

On the site:

868 MHz
wireless mesh
communications

Guru gateway and router

Online:

Data is then directed to Guru Pay to be used by your chosen metering and billing service provider.

Data can also be directed to Guru Pinpoint where real time data can be viewed and machine learning algorithms help you diagnose problems.

Hardware agnostic, with an open API

Guru's open API supports a range of metering and billing services, giving you the freedom to swap service providers without changing your infrastructure or disturbing customers.

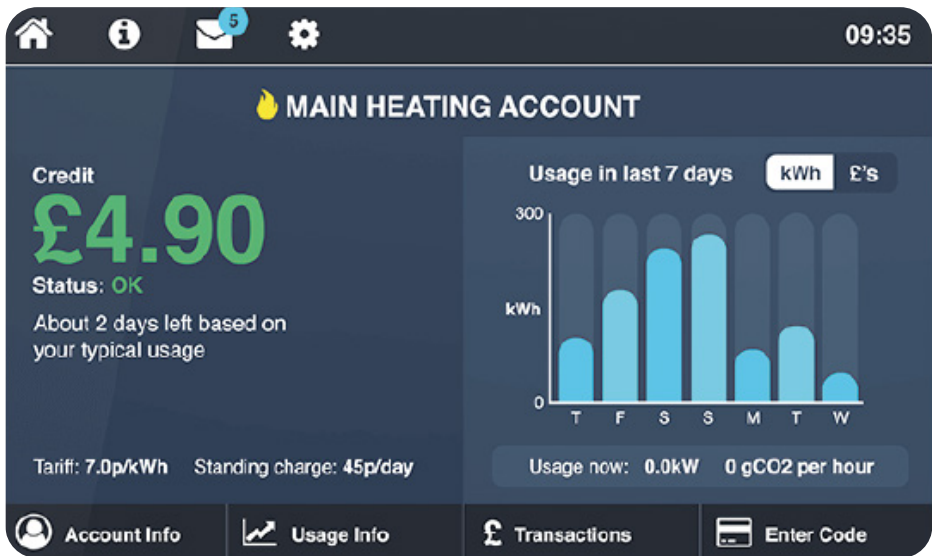## Secure and reliable data for metering and billing

Guru's technology uses 868 MHz wireless mesh communications to ensure high reliability, including in areas where SIM cards won't work due to lack of signal. Wireless mesh networking is more secure than unencrypted wired systems and all data is covered under our ISO27001 certification for cyber security.

Get regulation ready

Heat networks will be regulated by 2025. Ofgem's remit will include customer protection, technical standards, price, and carbon emissions. Data collected by the Guru Hub 2 helps you meet the Heat Network (Metering and Billing) Regulations 2014, and future-proof against upcoming regulations requiring smart metering and reporting of performance data.

In-home display

Guru Hub II's touch screen home display shows:

- » Credit balance
- » Current real-time demand
- » Tariff information, including standing charge and friendly or emergency credit options
- » Colour graphs of consumption for last day, week and month
- » Custom messaging from utility to customer
- » CO_2 emissions

Guru Pay

Guru Pay allows property managers and metering and billing companies to manage tariffs, manage payments and mitigate debt risk by remotely switching customers from credit to prepayment, extending friendly or emergency credit, and enabling or disabling supply when needed.

Guru Pay is accompanying software for Guru Hub 2.

Reliable data, with an open API

Guru's open API supports a range of metering and billing services, giving you the freedom to swap service providers without changing your infrastructure or disturbing customers.

Supports a range of customer payment options

Data from the Hub 2 is directed to Guru Pay where top-ups and balances are shown in real-time. Your chosen metering and billing service will allow you to support a range of payment options, including direct debit, PayPoint, internet, telephone or SMS.

Customers can still top up via unique payment code entered directly into the Hub 2 using the touchscreen even if the site is experiencing internet connectivity issues.

Manage heat and other utilities accounts

With up to five utility accounts on a single Hub 2, operators can manage all common utility services through a single system. Minimise debt risk with flexible options for debt recovery.
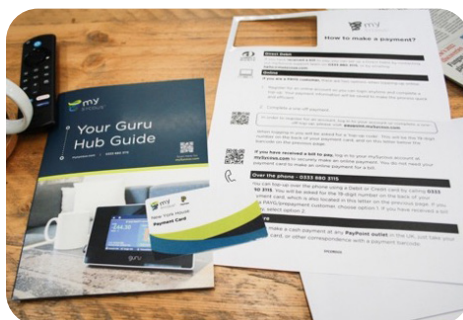
Guru Hub II Billing Solutions

The Guru Hub II operates in either a PAYG or credit mode and can be remotely switched between the two.

Sycous have existing integration with our partners Guru Systems to ensure seamless transition and currently manage thousands of properties with Guru Systems Hubs. Data from the Guru Hub II can be operated by Sycous, with our Mabdeck Software and Customer Billing Services, making administration simple and cost effective.
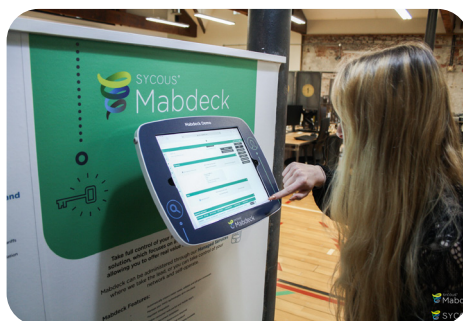

Customer Billing Services

Let us operate some, or all, of your metering, PAYG and data collection systems on your behalf.

Mabdeck Billing Software

Automatically generate bills to your residents, operate PAYG solutions, collect payments, manage debt, report on your operations and give your consumers online and mobile App access to their accounts.

Technical Specifications

Approximate dimensions	(W/H/D): 175mm / 110mm / 46mm
Display Type	5" RGB TFT with capacitive touch
Power consumption	<2W average excluding load on relays
Power Supply	230VAC 50Hz
Radio	868 MHz RF
Inputs	M-Bus, Pulse, PT1000
Relay rating	3A (NO), 3A (NC)
Operating temperature range	0° to 40°C
Storage temperature range	-5° to 50°C
Operating RH range	5% to 90%
Product Life	10+ years

Notes

Metering and billing **made easy.** SYCOUS®

Notes

Want to know more?

Contact our team on **+44 (0) 113 3604 776** or email **info@sycous.com**.

Visit **sycous.com** to learn more about our innovative metering, remote data collection and billing solutions.

SYCOUS®