IHD/PPMID INSTALLATIONS: COMMISSIONING & BATTERY PERFORMANCE

When installing a IHD / PPMID its important to note that:

- The IHD/PPMID does not always hold enough battery charge to ensure that the IHD/PPMID can successfully be commissioned.
- IHDs / PPMIDs that are low on battery are automatically powering off (we have seen this happen within **6 minutes**) and therefore failing to install successfully.

To improve the chances of successfully installing a IHD/PPMID:

- Please ensure that the IHDs / PPMID s are **connected to a live power supply** before and during the IHD / PPMID installation steps.
- Please emphasise to the customer the need / benefit of the IHD / PPMID **remaining powered for 7 days post installation** to ensure that all post-commissioning activities can be completed successfully.

What are the impacts of not doing this?:

- IHD / PPMID which are low on battery and not plugged into a power source are automatically powering down and are therefore failing to install completely **causing** back office rework, replacement appointments and poor customer experience.