

Connectivity

Connect to Thermacell LIV+ App

Plan

Install

Connect

If the customer is home

Walk them through the connection process on their phone.

If the customer is not home

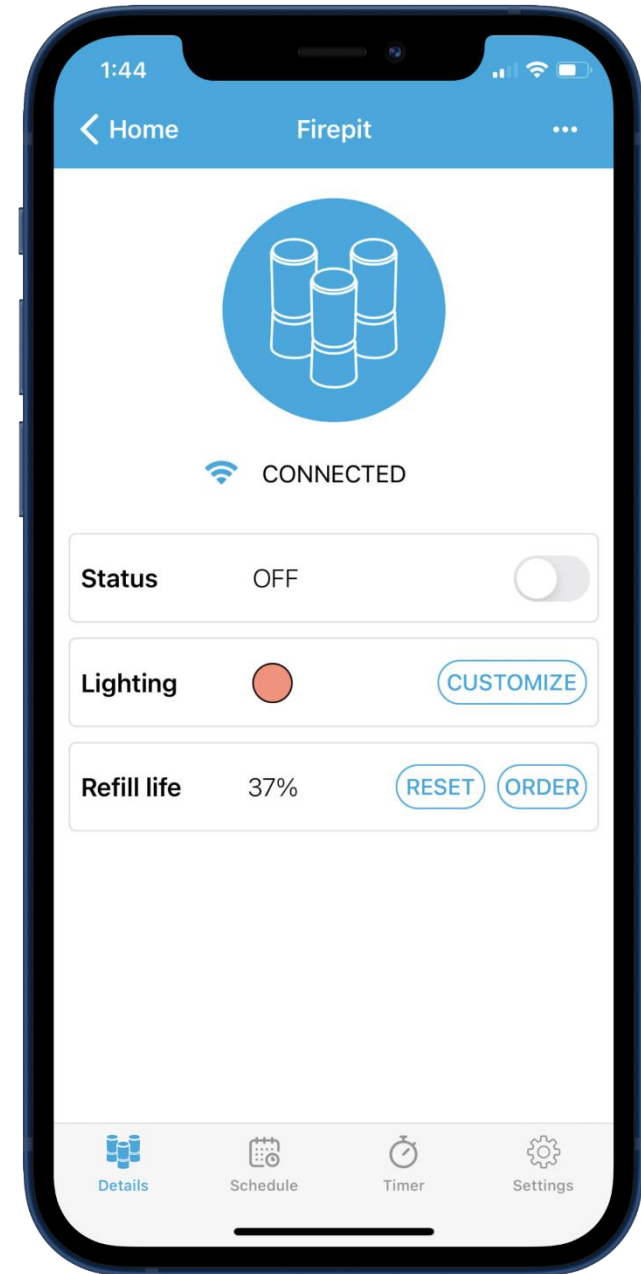
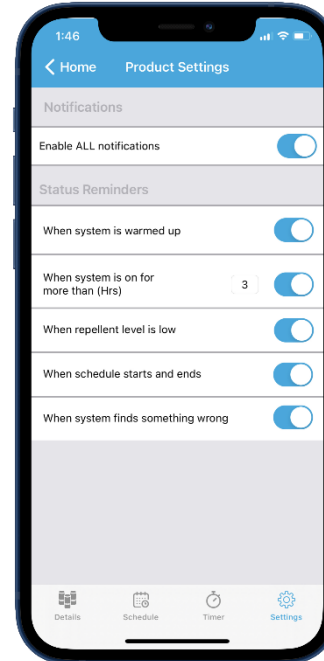
Come back at another time to complete the connection process.

Leave connection instructions with the customer for them to work through or walk them through over the phone.

* **Best Practice:** Recommend the customer download the app and set up their account before installation, when sales sets up the installation appointment.

Connect to Thermacell LIV+ App

- ❑ Ask the customer to download the LIV+ app onto their phone. From the app store enter in *Thermacell LIV* and look for the icon
- ❑ Customer creates account in the app
- ❑ Follow app directions, ensure connecting to 2.4 GHz network
- ❑ **Connection to the LIV+ app enables professionals to monitor usage data and estimated repellent levels.**



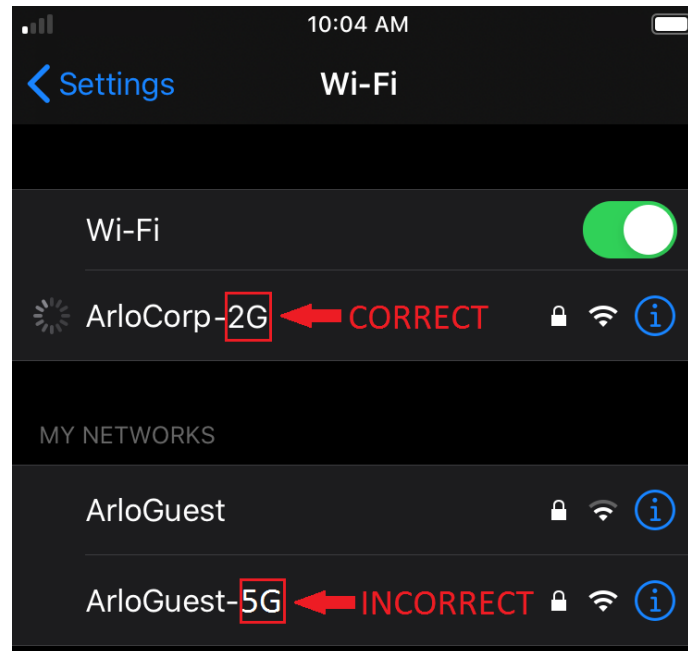
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LIV Connection: 2.4 GHz vs 5 GHz

When connecting LIV device to a WiFi network, select the SSID that indicates it is a 2.4 GHz network. This is typically indicated by a 2, 2.4, or 2G at the end of the SSID.

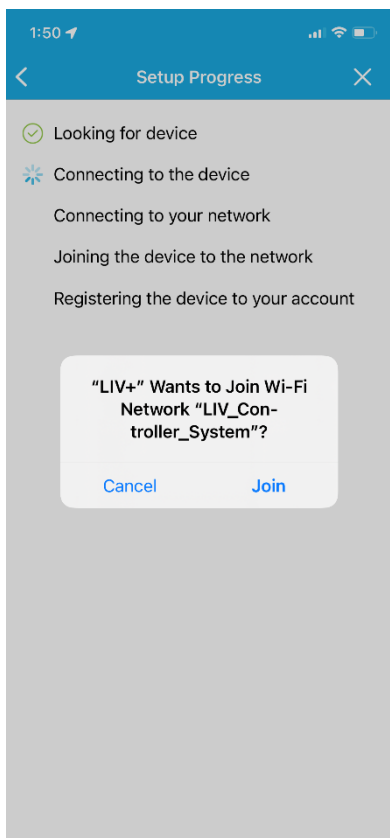


If the customer's WiFi network name or SSID doesn't indicate whether it's 2.4 GHz or 5 GHz:

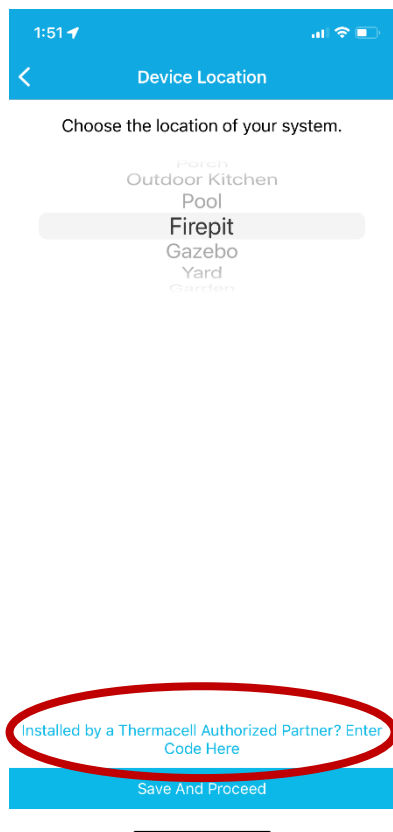
- Have them open their router settings and look for a 2.4 GHz WiFi network that a mobile device can connect to. If they need help with this, they should contact their router manufacturer.
- They can also contact their Internet Service Provider (ISP) and ask for help connecting their mobile device to a 2.4 GHz WiFi network.
- For networks that have the same SSID for 2.4/5 GHz: Try temporarily disabling 5 GHz in the router settings.

Connect to LIV+ App

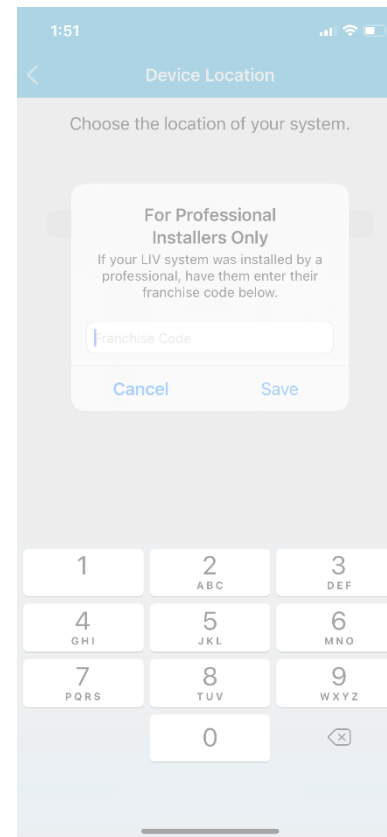
Follow the onboarding instructions in the app



Select the location of the device and then **click the link at the bottom for Thermacell Authorized Partners**



Enter your dealer/franchise code (provided by Thermacell) for the product to be logged with your franchise for data reporting, warranty registration, rebates, etc.



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Thermacell Reseller Numbers



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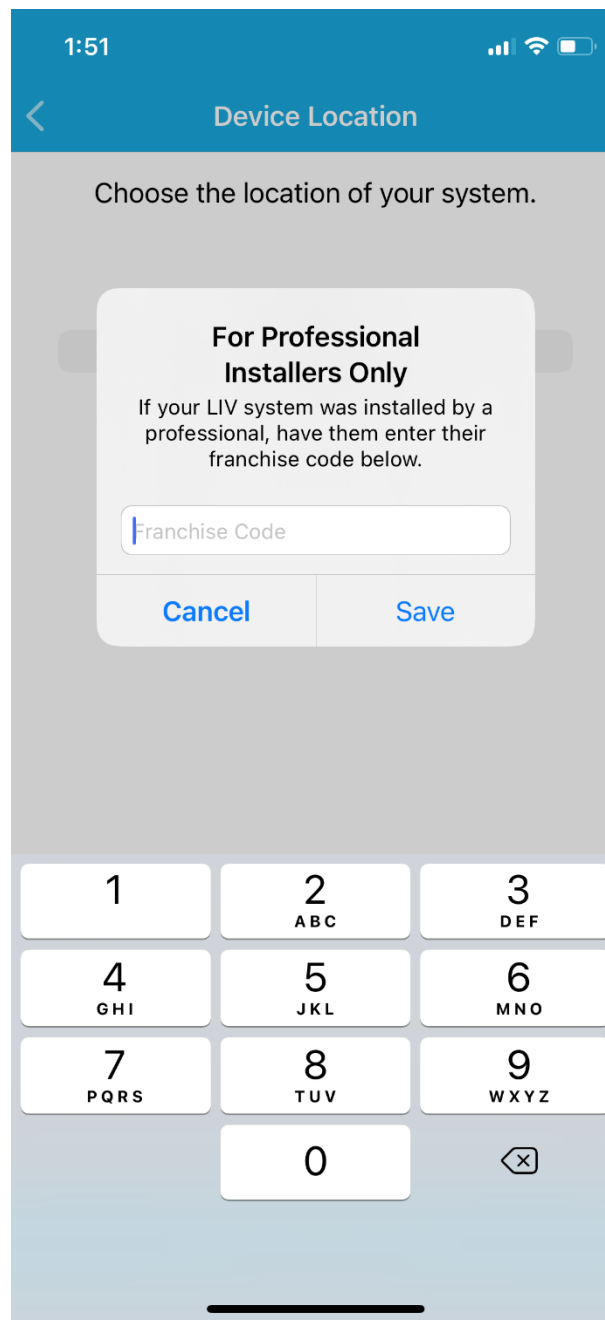
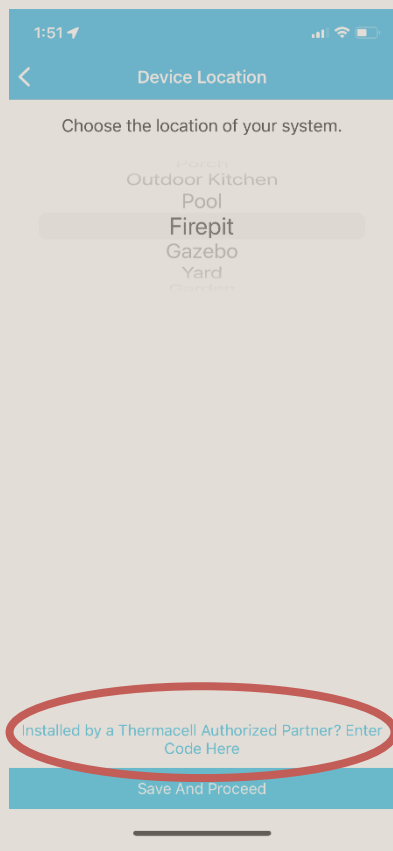
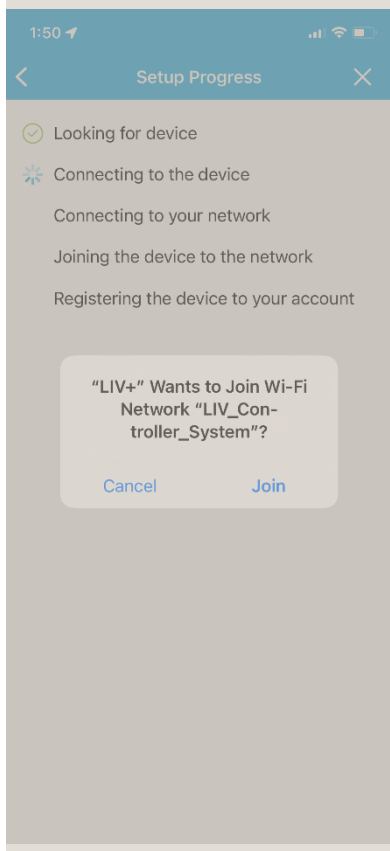
E.g. Reseller Number 240999

- Reseller numbers are generated by Thermacell, and are unique to every franchise/professional office
- Reseller numbers are reference numbers to use on Purchase orders, sales orders, rebates, and for device management
- In order to see devices on your dashboard and access customer support, your customer's device *must be linked* with your reseller number.

Connect to LIV+ App

Follow the onboarding instructions in the app

Select the location of the device and then **click the link at the bottom for Thermacell Authorized Partners**



Enter your dealer/franchise code (provided by Thermacell) for the product to be logged with your franchise for data reporting, warranty registration, rebates, etc.

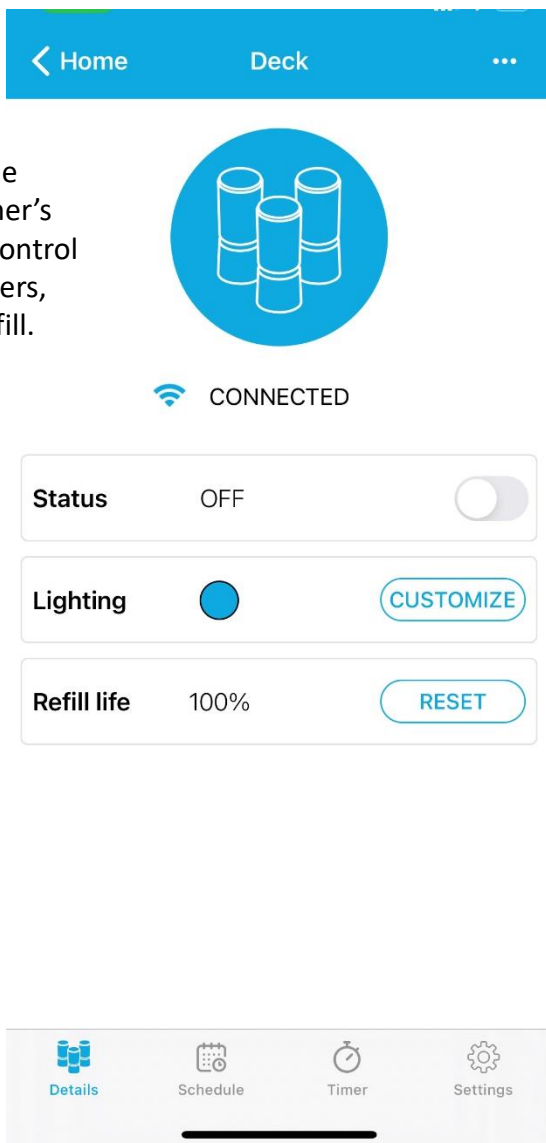
Plan

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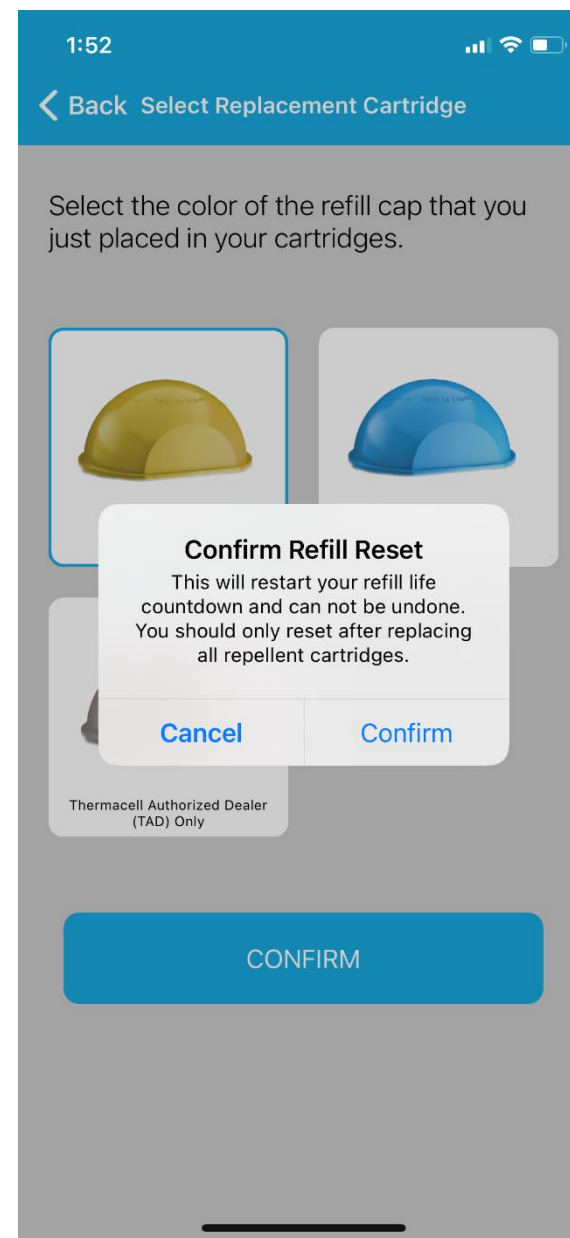
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Connect to LIV+ App

The device details page is the “home base” for the customer’s device. From here you can control on/off, LED lighting of repellers, and estimated remaining refill.



Finally, from the device details page, select “reset refill” to ensure that the device is tracking the correct duration. This step should be completed upon installation and each time a technician replaces cartridges.



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Closing out the Install

- ✓ Ensure the client has the leave-behind – the user guide


GETTING TO KNOW THE SYSTEM

Even without the LIV+ app, you can operate your system with just a button press.

Here are some basics:

On/Off

Turn on and off by pressing the center button on the smart hub.



Status Indicator (Smart Hub)

There are two LED indicators on the underside of a smart hub. The LED on the left indicates whether the unit is connected to power, and the LED on the right indicates WiFi connectivity.

Power


- Power to Hub
- No Power to Hub

WiFi

- If steady blue light, system is connected to WiFi
- If flashing slowly, system is not connected to WiFi
- If flashing rapidly, system has an error

Status Indicator (Repeller)

The LEDs that circle the repeller are designed to indicate repellent status.



Chasing Amber

Warming up, Protection Zone is not ready

Solid Blue/Custom Color

Protection Zone is ready and releasing repellent

Periodic Red Flash

Repellent Cartridge is getting low
Flash every 10 minutes = 25% remaining
Flash every 5 minutes = 10% remaining
Flash every 30 seconds = 5% remaining

Solid Red

Repellent Cartridge is empty

HELPFUL TIPS

Give it a few minutes

Our repellent is heat-activated, the repellents can take up to 5 minutes to warm up before releasing repellent at optimal levels. Allow a few more minutes for full-area protection.

Don't worry...

We all forget to turn off lights occasionally. To save you from accidentally using repellent when you don't need it, LIV is programmed to automatically shut-off after 4 hours of continuous use.

Repellent Life

Designed to last for a long time, actual hours may vary based on environmental factors. Replace when empty. Dispose of used cartridges in the trash, but keep caps and remove the cartridges from repellents if not using for extended periods, especially in hot climates.

Refer to cartridge packaging for safety precautions and full disposal instructions.

End of Season Care

Depending on where you live, mosquito protection may not be required year-round. If not being used for extended periods of time, cartridges should be removed from repellents, caps replaced, and stored in a cool, dry place until needed again. Keep out of reach of children and pets.

Stuck? Need Help?

Contact Us at LIVsupport@thermacell.com