

Hardware Troubleshooting Steps

1. Ensure cables are connected and secure. Check each cable connection to ensure connectors are tight and there is no dirt in or obvious damage to connector pins. Ensure that any non-buried cabling is inspected for damage (e.g., rodents, sharp implements, etc.) Visually inspect ingress cable to repeller #1 to ensure cable integrity.
2. If no issues are found, bypass repeller #1 by connecting the end of cable 1 to the beginning of cable 2. Attempt to initialize the system manually and observe. If the system does not function normally, then follow step #3.
3. Swap cable 1 and connect the Hub and Repeller #1 with a new cable, or cable 2 (if easily accessible and not buried). Alternative option is to directly connect repeller #1 to hub with ingress cable (pigtail lead). If the repeller functions normally, replace with a new cable 1 and contact Thermacell to start return process on the bad cable.
4. If none of the above steps above work, contact Thermacell Customer Support for assistance.