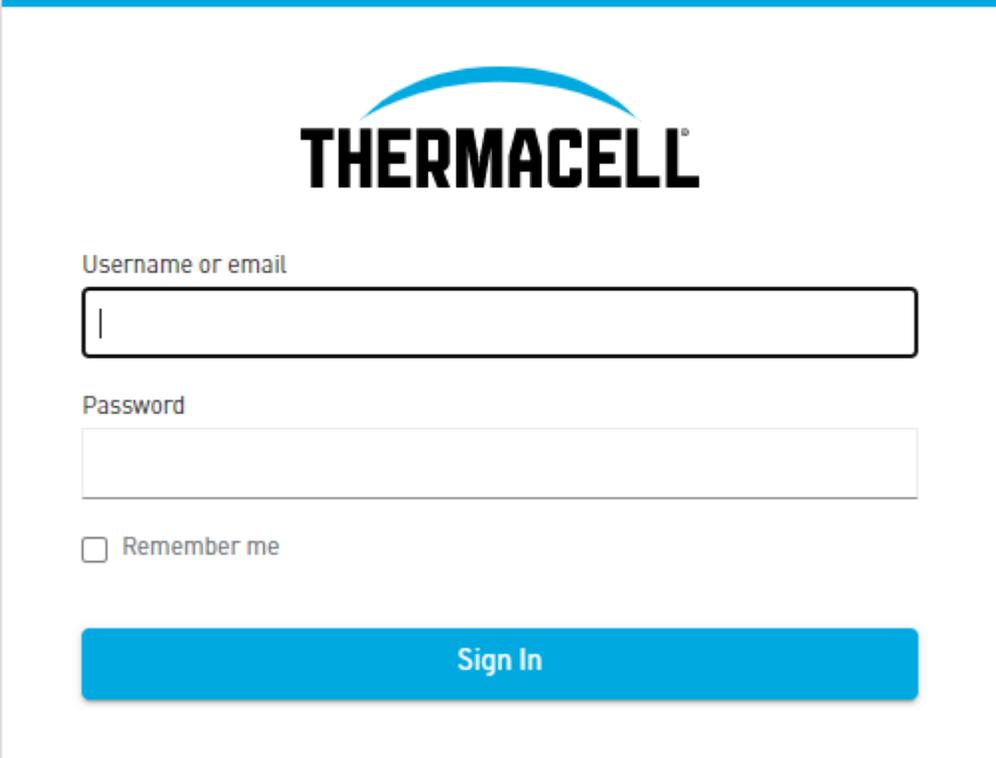


# Monitoring Systems & Providing Refills



# Pro Dashboard Process

**THERMACELL DEALER DASHBOARD**



**THERMACELL**

Username or email

Password

Remember me

**Sign In**

URL: [Pro.thermacell.com](https://Pro.thermacell.com)

Username: name + reseller  
"Kevin100110"

Password: LIV2022!

Plan

Install

Connect

# Pro Dashboard

Search

---

**Device Status**

- OK (652) ●
- Refill (48) 🔋
- Signal (19) (••)
- Recent Error (29) ▲
- Refill Critical (35) 🔋
- Active Error (23) ●
- Offline (2107) ●

## Dashboard


Filters

Connection	Device	Name	Status	Status	Refill Life	Qty Repellers	System Runtime (Hours)	Last Used	Serial Number
<span style="background-color: green; color: white; padding: 2px 5px;">ONLINE</span>	LIVController	LIVControllerREV03_V3.6	<span style="color: red; font-weight: bold;">●</span>	ACTIVE ERROR	N/A		0	Mar 1, 2022	2
<span style="background-color: green; color: white; padding: 2px 5px;">ONLINE</span>	LIVController	Alex Emmanuele LIVControllerREV03_V3.6	<span style="color: red; font-weight: bold;">🔋</span>	REFILL CRITICAL	0%	1	1102	Jun 3, 2022	LVSA002220EB1AA03A0040
<span style="background-color: green; color: white; padding: 2px 5px;">ONLINE</span>	LIVController	raju - 1 hegganni LIVControllerREV03_V3.6	<span style="color: green; font-weight: bold;">●</span>	OK	94%	1	161	May 6, 2022	LVSA002220EB1AA03A0090
<span style="background-color: green; color: white; padding: 2px 5px;">ONLINE</span>	LIVController	Susan Pullig LIVControllerREV03_V3.4	<span style="color: orange; font-weight: bold;">🔋</span>	REFILL	30%	3	755	Jun 3, 2022	LVSA002221EB2AB31A0023
<span style="background-color: green; color: white; padding: 2px 5px;">ONLINE</span>	LIVController	Matt Addesa LIVControllerREV03_V3.6	<span style="color: green; font-weight: bold;">●</span>	OK	97%	5	25	May 29, 2022	LVSA002221EB2AB31A0032
<span style="background-color: green; color: white; padding: 2px 5px;">ONLINE</span>	LIVController	Ron Baxter LIVControllerREV03_V3.6	<span style="color: green; font-weight: bold;">●</span>	OK	73%	6	27	May 30, 2022	LVSA002221EB2AB31A0034
<span style="background-color: green; color: white; padding: 2px 5px;">ONLINE</span>	LIVController	mary burns LIVControllerREV03_V3.6	<span style="color: green; font-weight: bold;">●</span>	OK	92%	4	9	Apr 30, 2022	LVSA002221EB2AB31A0045

Plan

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# Dashboard Help: Adding a customer after an installation

**Need to add a device to your Pro Dashboard?**

**Fill out the form below, and one of our team members will add the device for you and email you once it is added!**

Full Name \*

Branch/Franchise Name\*

Franchise email \*

Thermacell Reseller Number\*

Hub Serial Number - Will begin with HUB1 or LVSA\*

Customer Email for account look up

**SUBMIT**

The Hub serial number is circled below



The image shows a close-up of a black Thermacell device. The device has a circular port in the center. Above the port, there are two small blue lights and the text "IS-H001" and "110-240V AC 30-300 W 60 A". To the right of the port, there is a "HUB1" label and the "LIV" logo. Below the port, the serial number "LVSA002221EB2AD34B0091" is printed and circled in red. At the bottom right, it says "Designed in Boston, MA" and "Manufactured in Thailand".

Find the form in the [LIV Pro Support Center](#) under “Tools” or click [here](#).

# Replacing Refills is as easy as 1, 2, 3

1. Insert new repellent cartridges in the repellers



2. Reset the Refill Life Timer. (Watch [video](#))

- Press & hold the hub power button for 4 seconds.
- The LED ring around the button will flash 3X.
- Release the button. The timer will reset.

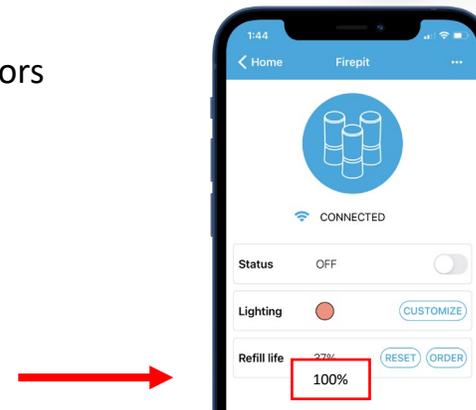


➤ What does resetting the hub do?

- Dashboard is reset, showing 100% refill life
- Customer's app is reset, showing 100% refill life
- Internal timer on the hub will reset to 100% ensuring red refill LED indicators on repellers will flash when refill is low.

3. Email the customer (optional)

- Let them know the refill has been replaced.
- Their app now shows the refill at 100%



Plan

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# Refills: Change System Setting from 40 Hrs to 180 Hrs

1. Insert 180 Hr repellent cartridges in the repellers

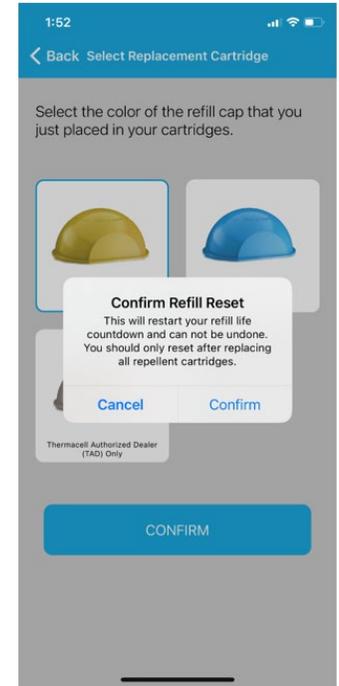
2. Customer selects 180 Hr refills (grey cap) on their app

3. If customer isn't home, use Hub to reset refills to 180 hrs. (Watch [video](#))

- To enter refill selection mode, press and hold the Hub power button until a second series of flashes is emitted
- Release the hub power button to enter refill selection mode
- Click the Hub to cycle through the three colors that correspond to the refill amounts.
- Select the correct cap color for your refill (grey color = 180 Hr hours)
- Press and hold the Hub power button until the light turns solid.
- Release the button and your new selection will be locked in.

➤ What does resetting the hub do?

- Dashboard is reset, showing 100% refill life
- Customer's app is reset, showing 100% refill life
- Internal timer on the hub will reset to 100% ensuring red refill LED indicators on repellers will flash when refill is low.



# Refills: When to replace them

## Professionals

1. Check the dashboard. When refill life reaches 25%, the refill icon will turn red on the dashboard.
2. That means there are 10 hours left and it's time to schedule replacement.
3. Ideally replace cartridges by **36** hours. Just like a car gas tank, the last 5% of life can be variable.



ONLINE	LIVController	Alex Emmanuele LVControllerREV03_V3.6		REFILL CRITICAL	0%	1
ONLINE	LIVController	raju - 1 hegganni LVControllerREV03_V3.6		OK	94%	1
ONLINE	LIVController	Susan Pullig LVControllerREV03_V3.4		REFILL	30%	3

## Customers

1. At 25% refill life, the repeller will flash red 1x every 30 seconds.
2. At 25% refill life, the LIV+ app will send the customer a push notification to their phone.
3. At 0% the repeller lights will turn red.



# Warranty

- ✓ We've got you covered, for every system you install.
- ✓ Thermacell's Limited Warranty covers any and all defects in manufacturing quality and workmanship for 5 years (exclusive to professionally installed systems).
- ✓ If a customer is experiencing a defective Hub or Repeller and troubleshooting doesn't resolve the issue:
  1. Replace the part from your inventory.
  2. Contact Thermacell customer support at 781-778-7437. They'll complete a warranty claim on your behalf and send you a return label for the defective item
  3. Send Thermacell the defective item. Once received, we'll ship you a replacement.