

Thermacell Installed Systems – Gen 1.5

Professional Guide | 2025

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Introduction

Every Thermacell Installed System is backed by a 5-year warranty and dedicated customer support.

We can assist you with:

- **Product Knowledge** – We can answer questions about the system and best practices.
- **Troubleshooting** – Help troubleshoot and solve issues with any device you are installing.
- **Solutions and Warranty** – Help with ordering, warranty claims and anything else you might need.
- **For Videos, Support, Marketing Material and other Resources**, please visit www.thermacellpro.com

Thermacell Pro Support

781.778.7797

prosales@thermacell.net

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What's New with Hub 2.0

What's New with Hub 2.0

Universal Power Plug

- Cable can be replaced if damaged

Replaceable Fuse

- The fuse safeguards the hub by blowing during a power surge, protecting the other electronics in the Hub from damage.

New Mounting Plate

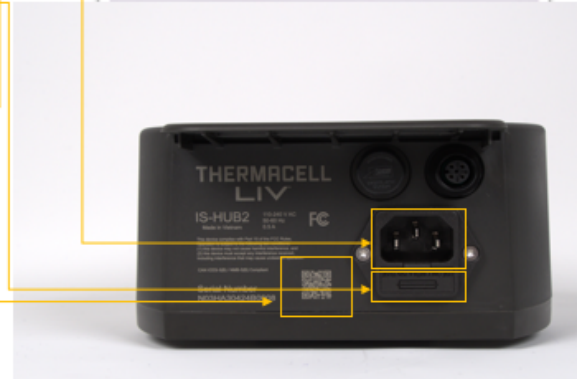
- Improves Ease of Install

QR Code on the Hub

- For Streamlined WiFi Setup

WiFi Strength Indicator

- Test WiFi Strength via the Power Button on the Hub



Ferrite

- The Ferrite improves the performance of the Hub by reducing unwanted electrical interference. This clips on the first cable from the Hub to the Repeller.



Terminator

- Helps with communication between the repeller and the Hub. It terminates the ends of the cables so there is not any floating voltages on the lines. This gets screwed on to the last cable in the chain.



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How Do LIV Repellers Work

Heat activates the repellent and releases it in a 10-foot diameter around the repeller.

Metofluthrin causes disorientation so that mosquitoes cannot find hosts and creates repellency in which mosquitoes fly away from a treated area. Both modes of action occur at the mosquito antenna where odor receptors are confused and irritated, keeping mosquitoes away.

Each LIV repeller provides 315 sqft of protection per repeller or 1890 sqft for 6 repellers* Maximum protection provided in 15 minutes

The repellent is available on demand. When the system is turned on it releases repellent. When the system is turned off, it stops releasing repellent

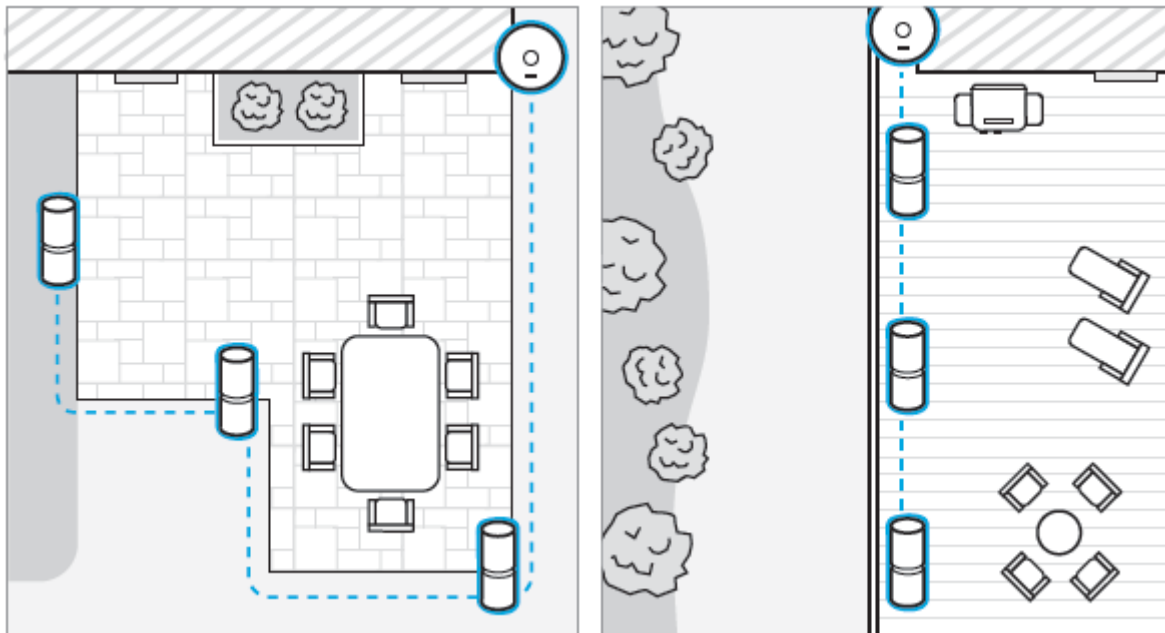


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Configuration

Coverage Area	Power & Connectivity	Cable Plan
<p>Is this a concise, high traffic area?</p> <ul style="list-style-type: none">Focus on the areas people will be sitting and where the zone of protection is needed <p>Will <6 repellers cover the area? (If not, consider adding another hub to power additional repellers).</p> <ul style="list-style-type: none">Each repeller covers a 20-foot zone	<p>Is there an outdoor GFCI outlet near the coverage area?</p> <ul style="list-style-type: none">LIV runs on 120 volts <p>Is there Wi-Fi signal near the outlet?</p> <p>WIFI is not necessary, but system functionality will be limited.</p>	<p>How can you run the cables for a clean installation?</p> <ul style="list-style-type: none">Ensure the cables are neat and do not interfere with yard usage



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System Components

Smart Hub - An electric powered smart hub activates the repellers. Your customer can turn on manually with the touch of a button or by phone from anywhere.

Repeller - Precisely controlled heat activates the repellent and establishes protection in minutes.

Interconnecting Cables - Low Voltage, multi-conductor wiring connects repellers to Smart Hub; tough and rated for direct burial.

Various Mounting Options:

- **Universal / Standard Mount** (included with Repeller) - Allows for direct attachment to decks and more
- **Ground Stake** (included with Repeller) - For in-ground installation
- **Hardscape Base** - For on-surface installation
- **Deck/Side Mount** - For decks and balcony posts

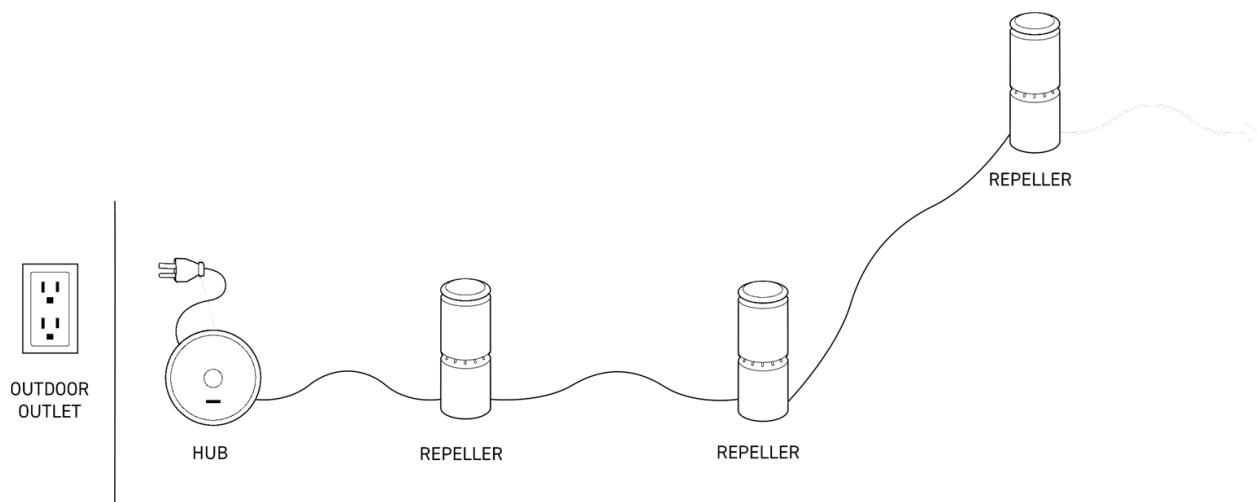
Basic Configuration

Repellers go in one direction starting from the hub. They do not split directions, nor do they circle back to complete a circuit.

Each Smart Hub can support up to six repellers.

Repellers are not controlled individually, they work as a system.

Repellers can be arranged to cover separate zones or can work together to form a larger area of protection.

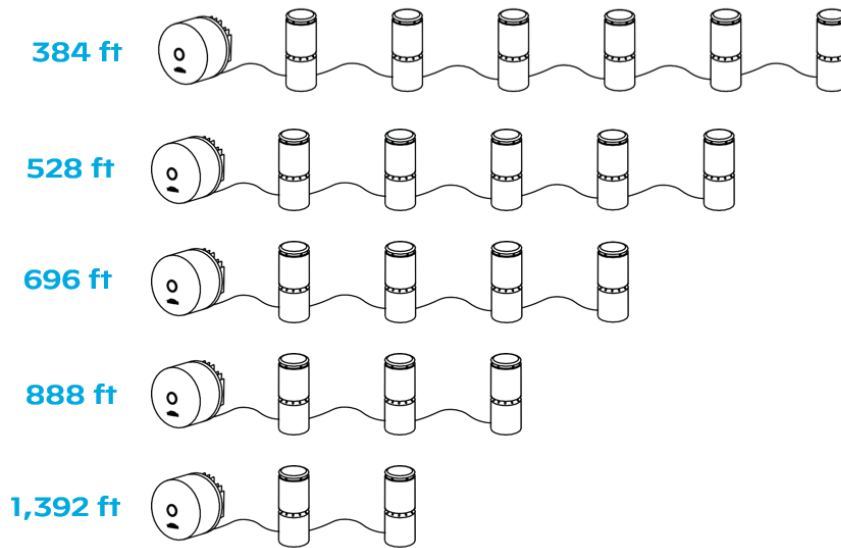


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Maximum Cable Length

Basic Configuration – Maximum Cable Length



Maximum Distance Between Hub and Final Repeller by Number of Repellers

For a low voltage system,
maximum system distance
decreases as additional repellers
are added to the chain

If your system design requires
additional cables and exceeds the
maximum length allowed, another
hub must be added to power
additional repellers

Designing a System

Professional will inspect, draw up design and provide final pricing

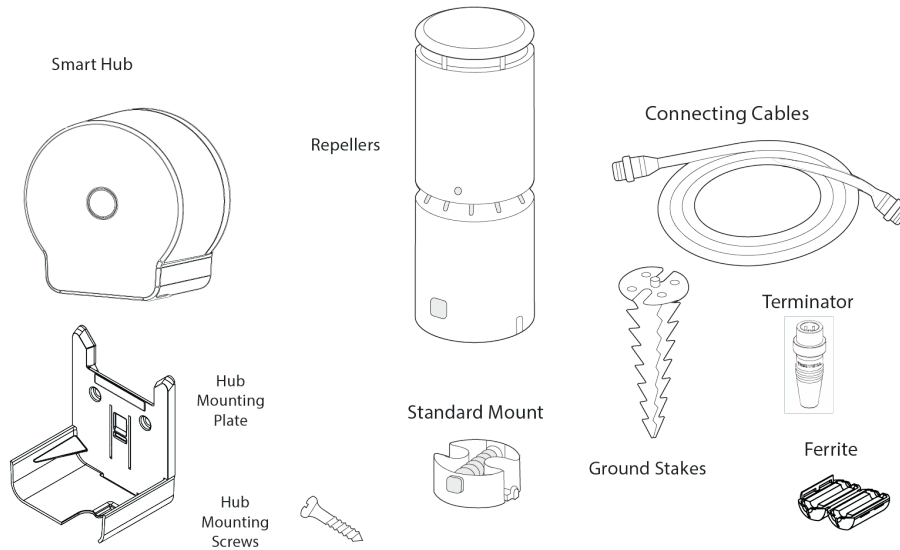
- Complete a layout of design
- Determine location of Hub(s)
- Determine how many repellers
- Determine if lines need to be buried or attached to a deck
- Determine how many cables and mounts needed
- Review design with client
- Complete agreement

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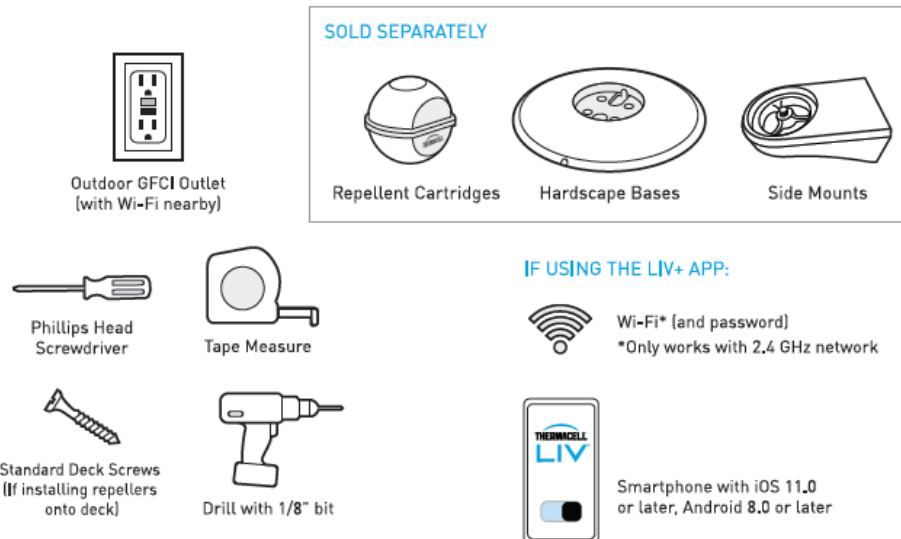
Installation

LIV Components



Installation Tools

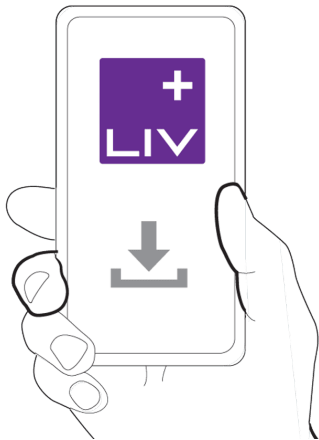
Items Needed



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Download the App



LIV Features with the LIV+ 2 App

- Set Schedules
- Set Timers
- LED Lighting Selection
- Push Notifications
- Refill Life Remaining
- Share Access to the System
- Automatic Firmware Updates Sent to your System*

LIV Features Without Wi-Fi

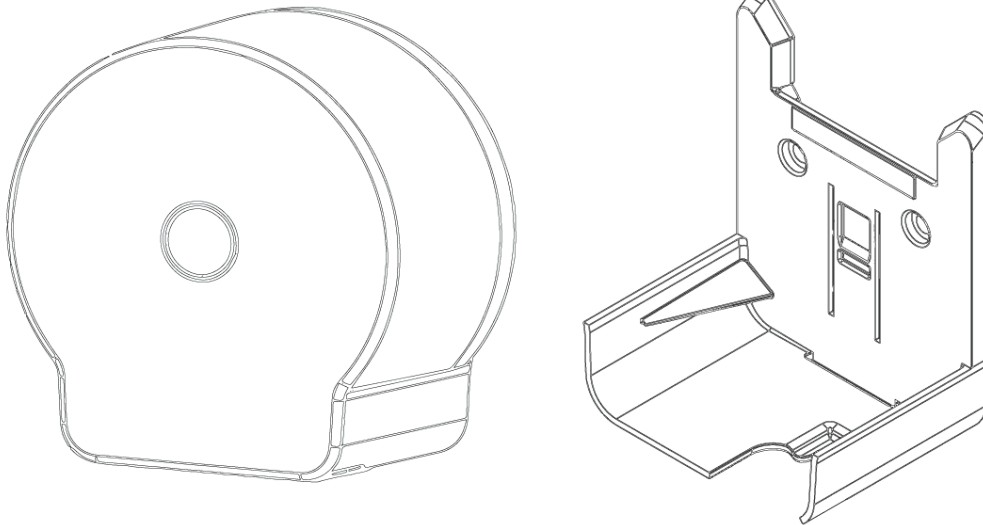
- Mosquito Repellency
- Reset Refill Life
- Factory Reset
- Repeller Status
- Refill notify via Repeller lights @ 20%, 10% and 0%
- Auto Shutoff After 6 Hours of Runtime

*Note: Important firmware updates cannot be sent to your system unless it is connected to the app

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Mounting the Hub



1. Choose placement of the hub to be within 6' of a GFCI outlet, ideally on the side of the house near the utilities, or on a stake/post. It must also be 30" above the ground to avoid exposure to water/snow/other elements. Install hub where Wi-Fi connectivity is strong. Note: Allow space above the mounting plate to allow the Hub to be installed and removed as needed.
2. Separate the mounting plate from the hub. Pre-drill holes and then using screws provided, screw in the mounting plate by using a drill bit or phillips head screwdriver.
3. Attach the power cable and connecting cable to the hub. Do not mount the hub on the mounting plate yet as you will need to scan the QR Code on the bottom of the hub to connect to Wi-Fi.
4. Clip the Ferrite (provided) onto the repeller cable as close to the Hub as possible.

Note: If mounting onto brick or other masonry, concrete anchors and an appropriate drill bit will be required

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Lay Out the Repellers

Lay each repeller according to your plan and lay the cables between the repellers to ensure you have enough cable length to route around any obstacles.

Make sure repellers are placed at least 12 inches away from any obstacles (walls, plants, shrubs, etc.).

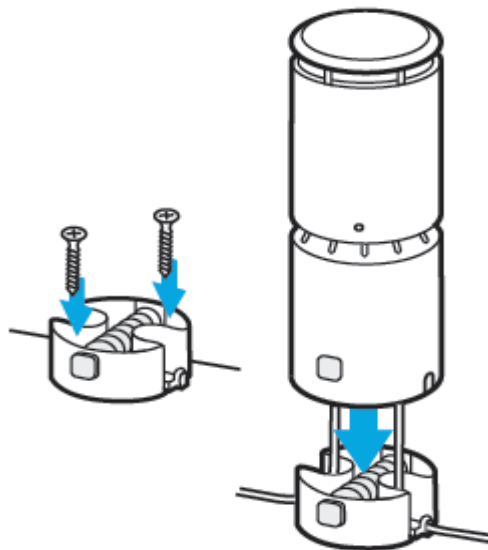
The maximum height is 2" - 4" above ground level to be most effective.

Mount the Repellers

Depending on your installation and selected hardware, follow the steps below to attach repeller.

Standard Mount - To Install Directly to a Firm Surface

Hold the mount in place and mark the hole locations. Pre-drill at least two holes and attach the standard mount with deck screws (not included). Pass the cable through the cutouts and install the repeller onto the standard mount by squeezing the quick-connect tabs.

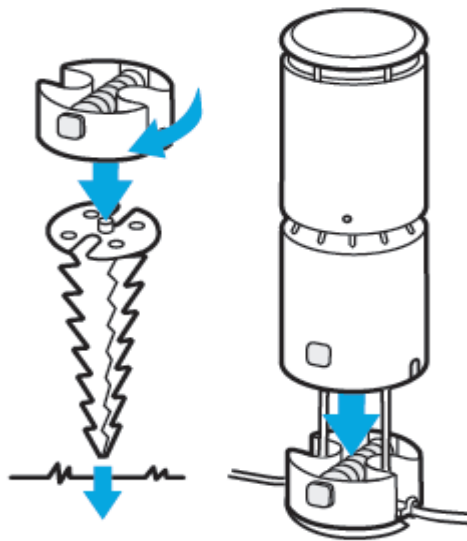


Ground Stake - For Soft Ground Like Grass or Mulch

To install, press the stake into the ground until it is flush or just above ground level. Twist on the standard mount. Pass the cable through the cutouts, and attach the repeller by squeezing the quick-connect tabs.

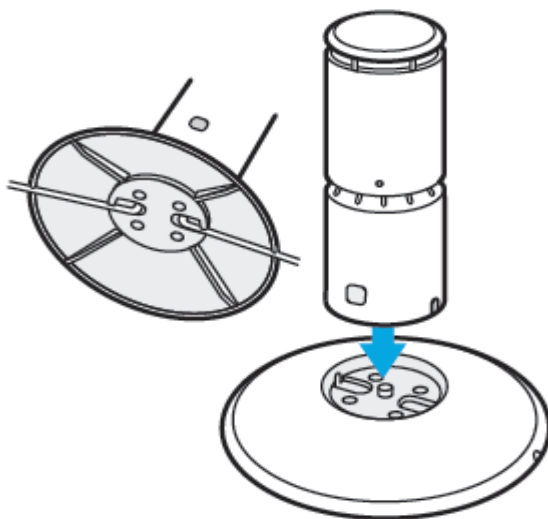
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Hardscape Base - For Stone, Pavers, Decking, or Other Hard Surfaces Where Drilling is Not Desired

To install, thread the Standard Mount to the hardscape base until secure. Pass the cables from the repeller through the center of the base and install the repeller by squeezing the quick-connect tabs

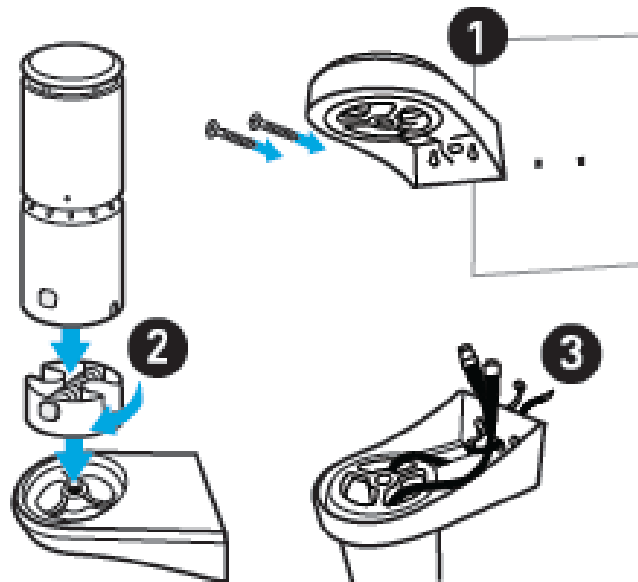


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Side Mount - For Vertical Hard Services Where Drilling is Ok

To Install, place the Side Mount in the desired location and mark the hole locations. Pre-drill two holes, attach the Side Mount with appropriate screws, and twist on the Standard Mount. Pass the cable through the cutouts and install the Repeller onto the Side Mount by squeezing the quick-connect tabs. Secure the cables with a zip tie.



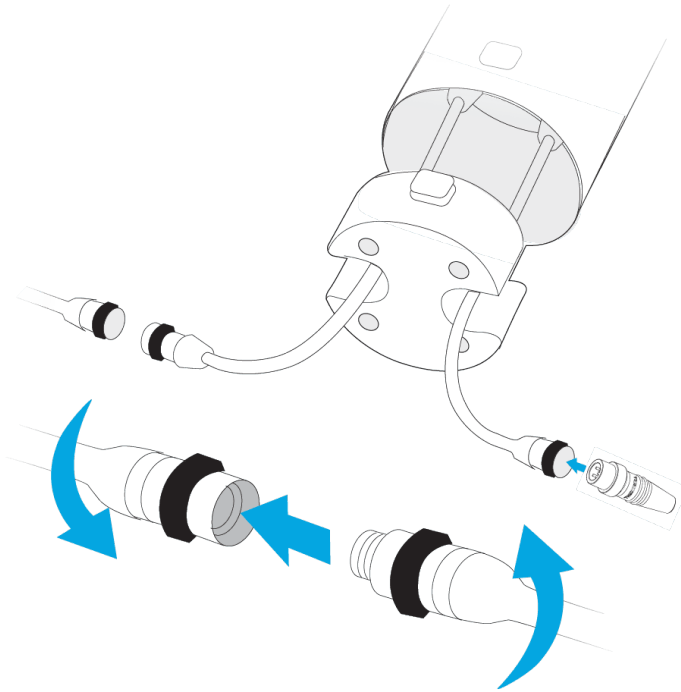
Connect the Cables

1. Remove the cap from the ends of the cable leads on the first repeller.
2. Connect the corresponding end of the first cable to the repeller.
3. Connect each subsequent repeller in the same fashion.
4. Place the Terminator on the final repeller cable in the chain.

Note: Connections should be threaded finger tight, do not use tools to overtighten. Do not bend or attempt to stuff excess cable into the repeller base.

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Best Practice:

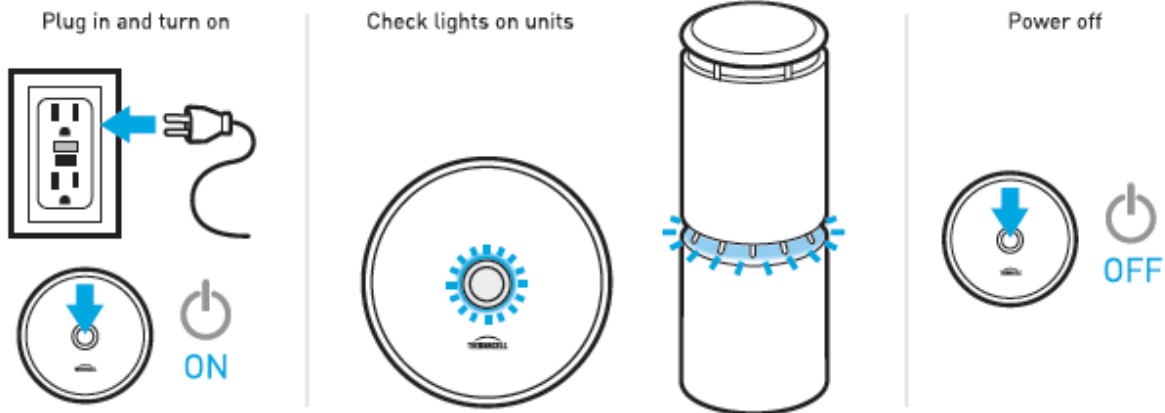
- Connections should be threaded finger tight, do not use tools or over-tighten.
- Do not bend or attempt to stuff excess cable into the repeller base.

Test the System

- Plug in the hub, press the center power button, and make sure the ring around the button illuminates. Check each repeller to confirm the lights begin to flash in a chasing pattern. After 5 minutes, the lights should be solid blue.
- Turn off the system by pressing the power button on the Hub. Continue with final installation of the repellers and cables.

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Secure the Cables

Finish your installation by securing the cables to prevent damage, avoid tripping hazards and provide a professionally installed appearance.

Common installation methods include:

Burial	Run Above Ground	Cover with Mulch
Use a shovel/edging tool to create 1-2" deep trench. Lay the cable and cover with dirt.	Tuck the cable along edges of decking or pathways or secure it with landscape staples or cable hooks.	Cover the cable with at least 2" of mulch

Best Practice:

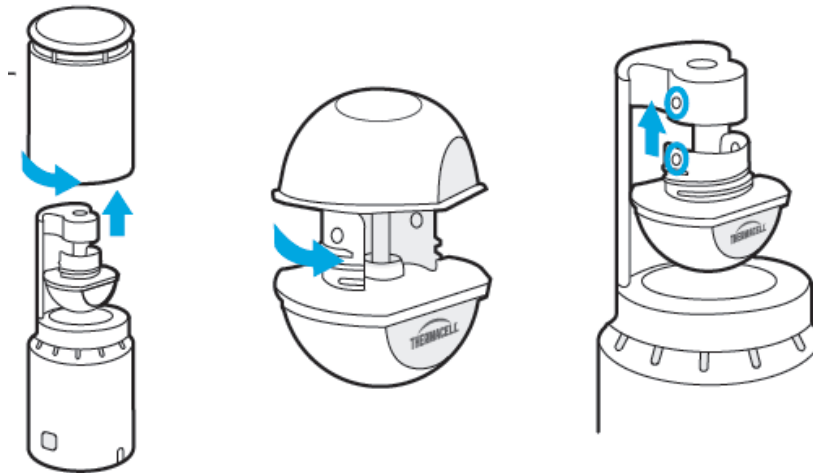
- Be sure to locate any pipes, cables, irrigation, or gas lines before digging up someone's yards. Call Dig Safe before you dig.

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Inserting the Repellent Cartridges

- Remove the repeller hood by twisting ¼ turn counterclockwise
- Remove the cap from the cartridge by twisting the cap counterclockwise.
- Align the cutouts on cartridge with bumps on repeller head, press up until you feel it click into place.
- Replace the repeller hood and the system is ready to operate.



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LIV + App

Ensuring Successful Hub Onboarding

Connect the Customer to the Correct 2.4 GHz Network:

- Ensure the device is connected to the 2.4 GHz Wi-Fi network, as LIV is optimized for this frequency.

Verify Security Settings:

- LIV functions best with WPA2 encryption. Double-check that the router is using WPA2 security for the connection.

Move the Hub Closer to the Router:

- During the onboarding process, position the hub closer to the router to ensure a stable connection.
- Once the onboarding is complete, you can move the hub to its final mounting location.

Factory Reset the Hub (If needed):

If onboarding fails, you may need to reset the hub. Here is how:

1. Power Off the Hub:

- Press and hold the power button until the blue light appears.

2. Release the Power Button:

- Once the blue light is visible, release the power button.

3. Wait for the Hub to Fully Power Off:

- Allow the hub to shut down completely.

4. Retry the Onboarding Process:

- Try the onboarding process again once the hub has powered off.

Repeat the Reset Process if Onboarding Continues to Fail:

- If the hub does not onboard successfully, repeat the reset process.

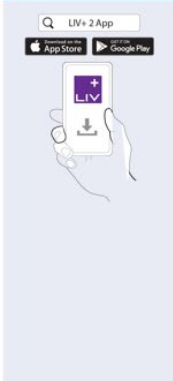
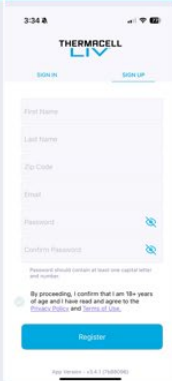


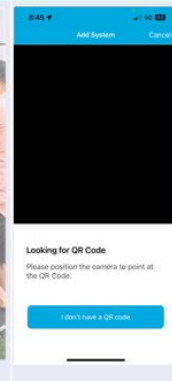

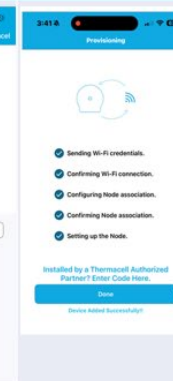
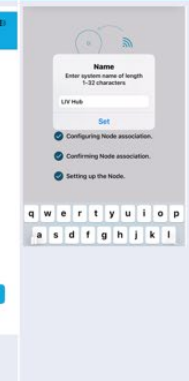
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Prior to connecting to the App, follow these steps:

- 1. Plug in the Hub:**
 - Connect the hub to the power source. Do not press the power button.
- 2. Wait for the Blue Light:**
 - Allow the blue light to turn on and then turn off.
- 3. Wait 20 Seconds:**
 - Let the hub sit for 20 seconds after the light goes off.
- 4. Do Not Press the Power Button:**
 - Ensure the power button remains untouched during this process.
- 5. Proceed to Onboarding:**
 - Proceed to begin the onboarding process below:

Connecting to the LIV+ App

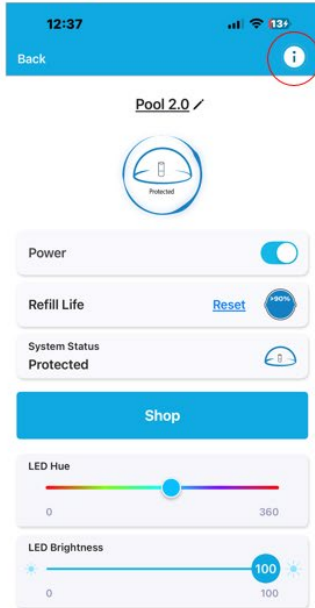
Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8
Download the LIV+ 2 App	Sign up for Account and Log In	Add System	Select Set Up WiFi	Aim the Camera at the QR Code on Back of HUB	Select Your WiFi and Enter Password and Select Start	Wait For Checklist to Complete	Set Name of Hub and Select Done
							

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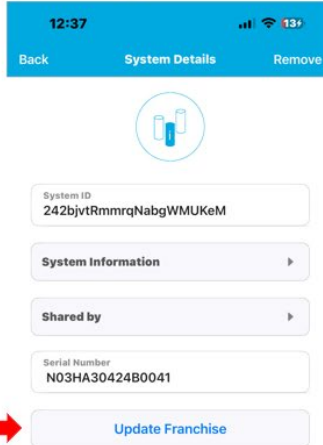
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Adding Reseller Number

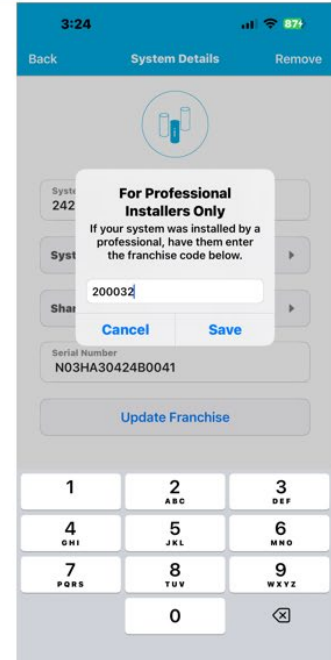
Select System and Press the i



Select Update Franchise



Enter Reseller Number and Press Save



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Common WiFi Issues

Sending WiFi Credentials

Failed to associate system: The mobile device cannot communicate with the hub. Ensure the mobile device is connected to the hub via Bluetooth and restart the provisioning process.

Cannot establish session: The hub could not connect to the Wi-Fi. Restart the hub and ensure it is within the Wi-Fi coverage area. Then, restart the provisioning process.

Failed to send Wi-Fi credentials: The mobile device failed to send the Wi-Fi configuration to the hub. Verify the mobile device is connected to the hub via Bluetooth and restart the provisioning process.

Wi-Fi Authentication failed: The Wi-Fi credentials provided are invalid. Restart the provisioning process and ensure the SSID and password are correct.

Network not found: The selected network is no longer available. Restart the provisioning process and choose a different network.

Failed to configure node association: An unknown error occurred during the initial provisioning setup. Restart the hub and then restart the provisioning process.

“Stuck on step 1”: The Hub sent an unsuccessful response to the mobile device. Restart the provisioning process.

Confirming Wi-Fi Connection

This step verifies that the Wi-Fi credentials have been successfully transmitted to the hub. No errors should occur at this step, although a warning may be displayed if the hub is disconnected during the process. If there are issues with the initial hub-cloud process, the subsequent process will fail. The provisioning process should then proceed to the next step.

Configuring Node Association

In this step, the hub is associated with the user’s account. If the network conditions are not adequate, the system can attempt up to 7 times before reporting a failure. Below is a list of possible errors, along with their solutions, which may occur during this process:

Failed to configure node association: The mobile device failed to communicate with the cloud for setting up user-hub association. Check if the mobile device is

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still connected to the network and restart the provisioning process. Ensure the Hub is within Wi-Fi range and the internet connection is stable.

Failed to confirm node association: This may happen due to weak signal strength or network congestion, which causes the connection to time out. In this situation, restart the mobile application, then check if the hub is listed. If it is not, do a factory reset then restart the provisioning process.

Confirming Node Association

This step verifies that user-hub association was successful. No errors should occur at this step, and the provisioning process should then proceed to the next step

Setting up Node

During this step, the mobile application attempts to retrieve the hub's status and associated details. This step rarely generates failures; however, if it does, simply restarting the app should be sufficient to refresh the hub's listing. There is no need to re-provision the hub in this case.

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Reseller Numbers

- 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.

Monitoring

Pro Dealer Dashboard

You can easily monitor your customers' systems if they are using the app. The dashboard updates every 24-48 hours.

The screenshot shows the Thermacell LIV Pro Dashboard with the following data points highlighted by callouts:

- Connection Status:** ONLINE
- Customer Name:** Eric Turnquist
- Refill Life:** 97%
- Number of Repellers:** 5
- Hub Serial Number:** N03HA31324B1012
- Device Name:** hot tub
- Global State and Status:** Off (1)
- Last Refill Reset:** 40 (0)
- System Runtime:** 1
- Error Code, Description and Solution:** Clear

Connection	Device Name	Customer Name	Global State	Global Status	Global Refill Life	Refill Reset	Qty Repellers	System Runtime (Hours)	Hub ID	Error Code	Error Description	Error Solution
ONLINE	hot tub	Eric Turnquist	Off (1)	Off (1)	97%	40 (0)	5	1	N03HA31324B1012	Clear		
ONLINE	pool east and fire pit	Eric Turnquist	Off (1)	Off (1)	99%	40 (0)	6	1	N03HA31324B1512	Clear		
ONLINE	Tiki	Eric Turnquist	Off (1)	Off (1)	99%	40 (0)	3	1	N03HA31324B1015	Clear		

Thermacell LIV Pro Dashboard



Connection	Device Name	Customer Name	Global State	Global Status	Global Refill Life	Refill Reset	Qty Repellers	System Runtime (Hours)	Hub ID	Error Code	Error Description	Error Solution	Updated (EST)
OFFLINE	Deck 15	Eric Turnquist	Off (1)	Soft Error (yellow repeller) (6)	0%	40 (0)	0	0	N03HA30424B0047	2	(Error enumerating the repellers)	(Check Repeller or Cable)	03/06/2025 10:38:16

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Commands Not Using the App

Replacing Existing Refill Life

1. Insert new repellent cartridges in the repellers
2. Press and hold the hub power button down for 5 seconds
3. LED will turn purple
4. Once LED flashes, release the hub power button
5. Click the hub power button to cycle through cap color
 - Yellow - 40 hours
 - Blue - 100 hours
 - Gray - 180 - PROS Only
6. Hold and press the Hub power button for 3 seconds and release button to lock in refill life

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.
- Internal timer on the hub will reset to 100% ensuring red refill LED indicators on repellers will flash when refill is low.

Best Practice:

All systems come preset for 40-hour refills, therefore, you must reset refill life for all new systems that are using 180 hour refills.

Reset the Hub

Resetting the Hub brings it back to factory settings. To reset the Hub:

Turn the Hub Off > Hold the hub power button for 20 seconds. Once the LED flashes blue, release the button.

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Checking the Wi-Fi Strength (must be on WiFi)

Hold and press the Hub power button for 3 seconds and let go.

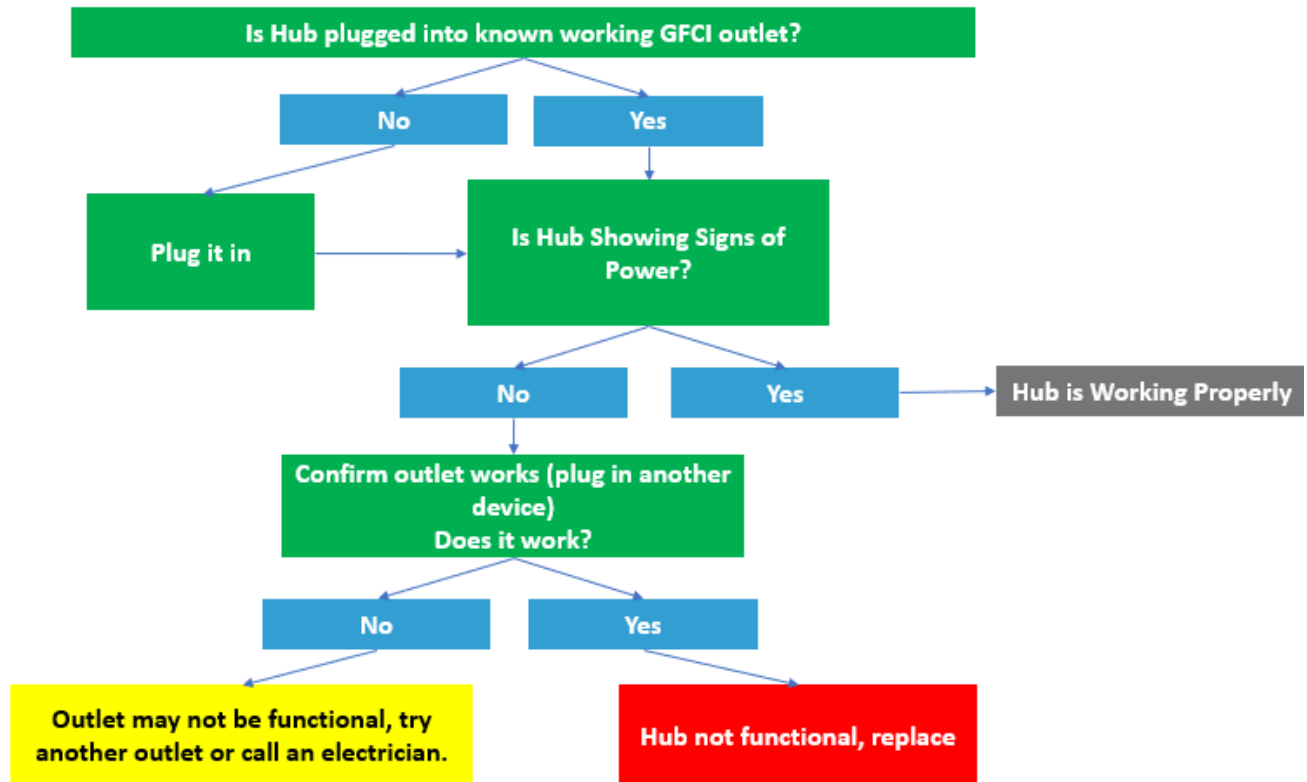
- Green = Good
- Yellow = OK
- Red = Bad

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Basic Troubleshooting

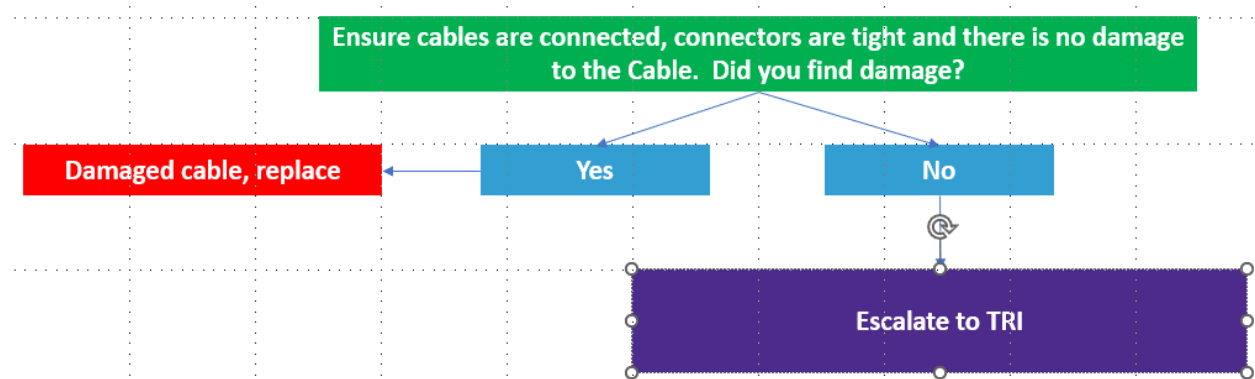
Hub Will not Turn On



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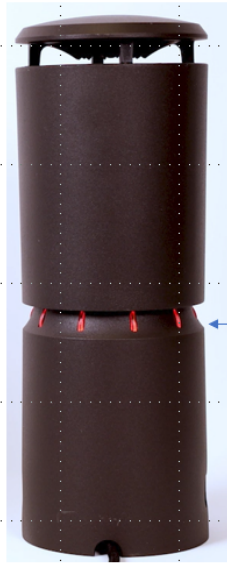
Hub Turns on Then Off



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Repeller is Solid Red



If on WIFI, does the App show 0% Refill Life? If not on WIFI, open repeller hood.
Is the Refill Empty?

No

Escalate to TRI

Yes

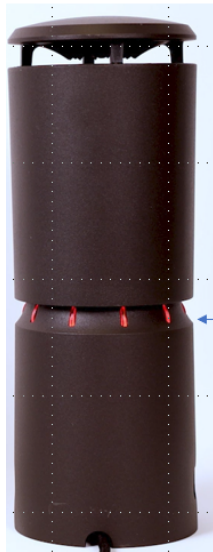
Change the Refill and Reset Refill Life

Red

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Repeller is Flashing Red



NOTE: Repeller flashing red at varying intervals indicates the refill timer is below 25% remaining. This timer may not match up with actual repellent level remaining and is intended to be an indicator to the user.

If on WIFI, does the app show the is refill low? If not on WIFI, open repeller hood. Is refill low?

Yes

Escalate to TRI

Yes

Order More Refills

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Repeller is Blinking Red and White

Repeller is not functional – Escalate to TRI

Repeller is either overheating or not getting up to temperature

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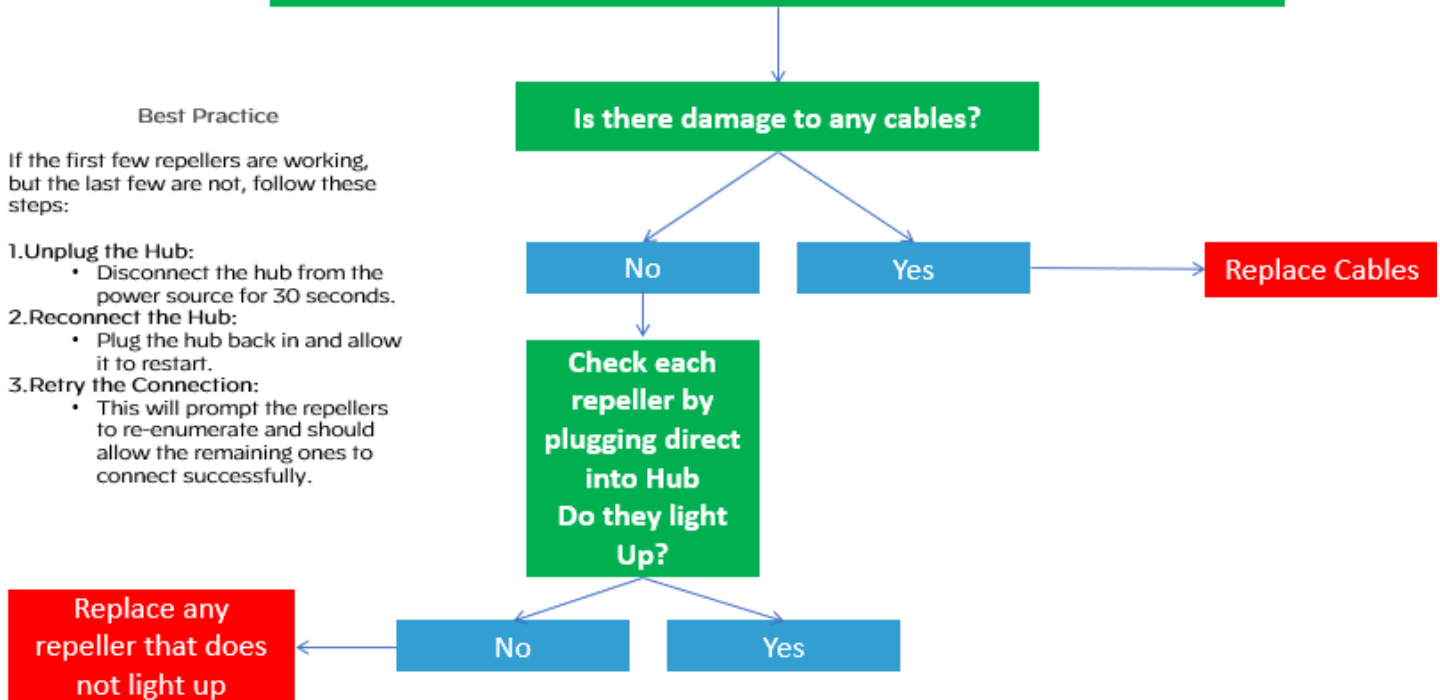
Some Repellers Work and Others do Not

Check cables for damage and ensure all connections are tight

Best Practice

If the first few repellers are working, but the last few are not, follow these steps:

1. **Unplug the Hub:**
 - Disconnect the hub from the power source for 30 seconds.
2. **Reconnect the Hub:**
 - Plug the hub back in and allow it to restart.
3. **Retry the Connection:**
 - This will prompt the repellers to re-enumerate and should allow the remaining ones to connect successfully.



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Repeller Will Not Turn On

Check cables for damage and ensure all connections are tight

Best Practice

If the first few repellers are working, but the last few are not, follow these steps:

1. **Unplug the Hub:**
 - Disconnect the hub from the power source for 30 seconds.
2. **Reconnect the Hub:**
 - Plug the hub back in and allow it to restart.
3. **Retry the Connection:**
 - This will prompt the repellers to re-enumerate and should allow the remaining ones to connect successfully.

Is there damage to any cables?

No

Yes

Replace Cables

Check each repeller by plugging direct into Hub
Do they light Up?

No

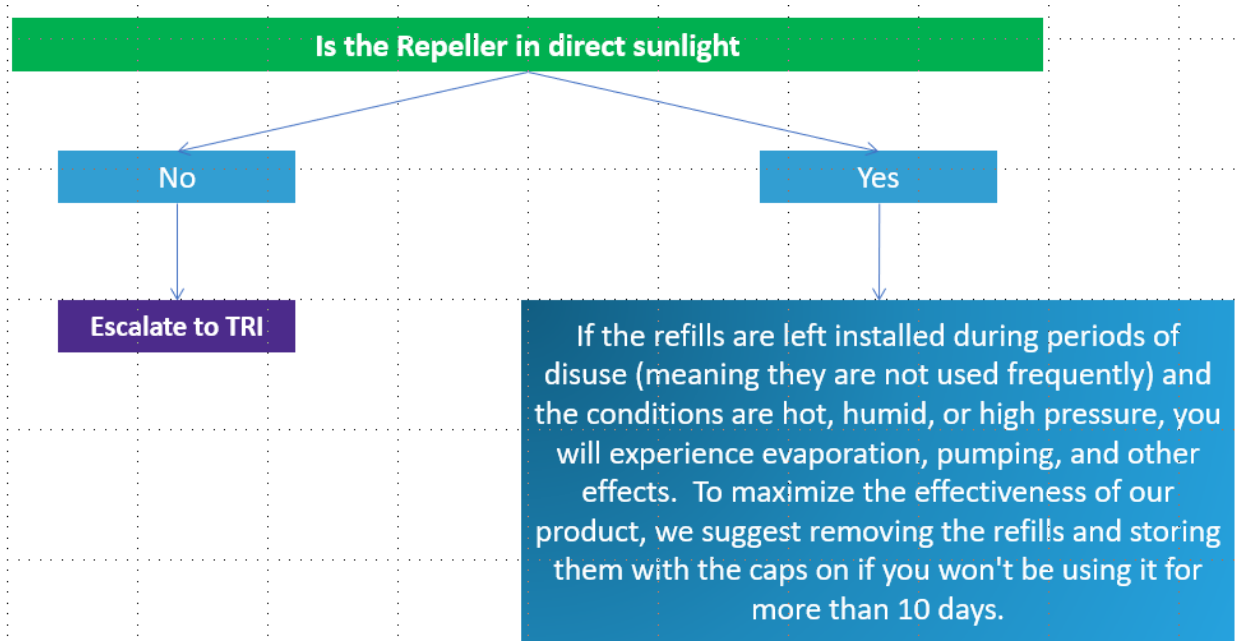
Yes

Replace any repeller that does not light up

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Repellent Runs Out at Different Rates or Too Fast



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App Says There is a Bluetooth Error

Please Ensure Your Bluetooth is on and Reset the Hub by Pressing the Power Button for 20 Seconds (wait for blue flash). Did the problem resolve itself?

No

Escalate to TRI

Yes

WIFI is Working Properly

App Says System is a Node Issue

Please Reset the Hub by Pressing the Power Button for 20 Seconds (wait for blue flash). Did the problem resolve itself?

No

Escalate to TRI

Yes

WIFI is Working Properly

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Helpful Tips

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

Do not Worry - LIV is programmed to automatically shut off after 6 hours of continuous use.

Repellent Life - Designed to last for long-lasting use. Actual lifespan may vary depending on environmental conditions. Replace cartridges when empty and dispose of used cartridges in the trash. Keep the caps of newly installed cartridges. If not in use for extended periods, especially in hot climates, remove the cartridges from the repellents and screw on the cap. Refer to label packaging for safety precautions and full disposal instructions.

End of Season Care - Depending on your location, mosquito protection may not be required year-round. If not in use for extended periods, remove the cartridges, replace the caps, and store them in a cool, dry place until needed again. Keep out of reach of children and pets.

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Light Sequences

LED Sequence	Description	Resolution
Repeller Amber Chasing	Unit is Warming Up Protection Zone Not Ready	Normal Sequence
Repeller Solid Blue	Unit is At Temperature Protection Zone is Ready	Normal Sequence
Repeller Periodic Red Flashing	Repellent Cartridge is Getting Low 60 Minutes Between Red Flash Cartridge at 20% or below 30 Minutes Between Red Flash Cartridge is 10% or Below	Order More Refills Reset Refill Life
Repeller Solid Red	Refill Cartridge is Empty	Replace Refills and Reset Refill Life
Repeller Red / White Flashing	Temperature Issues	Call Thermacell Support
Hub No LED on the Power Button	Unit has Blown a Fuse	Call Thermacell Support