



# FidBox® Customer Care and Usage Instructions



## FidBox® Customer Care and Usage Instructions

You have made an excellent choice by adding FidBox® datalogging to your wood floors, now it is time to make sure that you know how to use this tool to full effect and keep your wood floors beautiful for years to come.

This Customer Care and Usage Instruction guide will discuss the basics of activating, operating, and using the FidBox® data logger under a wood floor.

Please keep in mind that this guide is provided by ThermoSoft® in order to be an aid to our WarmStep® radiant heating system for wood floors customer who elect to add a FidBox® to their project. At all times during use it is important to defer to any instructions and guidelines provided by the manufacturer of FidBox®, as well as consider and follow any applicable processes described by the flooring manufacturer or trade organizations such as the National Wood Flooring Association (NWFA).



**IMPORTANT:** If you are experiencing problems with a component of your floor system be sure to contact the appropriate party before attempting fixes, adjustments, or other repairs. The manufacturer of the affected component is frequently the best part to reach initially.

This guide is intended to be used by the installer of the floor and FidBox®, and then left with the owner of the property in which the FidBox® is installed. The homeowner should be briefed by the installer on the contents of this guide and other FidBox® use instructions.

This guide will cover the following:

### **Customer usage instructions**

- **Downloading the FidBox® app and syncing to your device**
- **Using a Fidbox®/data logger**
- **Troubleshooting based on datalogger feedback**

## **Downloading the FidBox® app and syncing to your device**

Fidbox® allows you to monitor the health of your floors through an app on your device or smartphone. Having the app on your device gives you the ability to conveniently check in on the status of the humidity and temperature in your floor as well as the subfloor beneath the FidBox®.

Please keep in mind, the FidBox® gives you the information you need to care for your floor, but it is the imperative of the user to make adjustments to the ambient environment to current any temperature or humidity levels that the FidBox® might flag as outside of recommended levels.

**Download and synch instructions may be affected by future software updates. These instructions should still be applicable but keep in mind that differences may appear over time.**

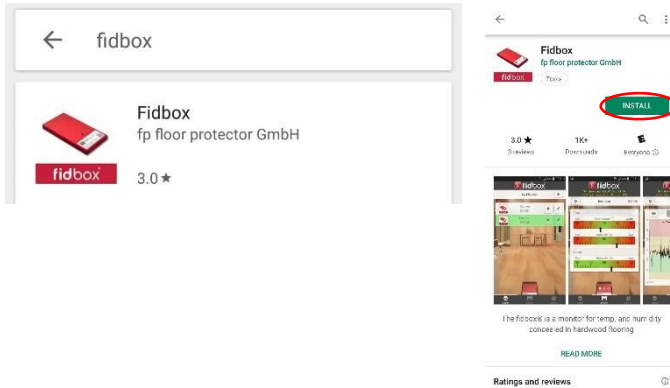
1. Open the app store appropriate for your device (Google Play Store for Android and App Store



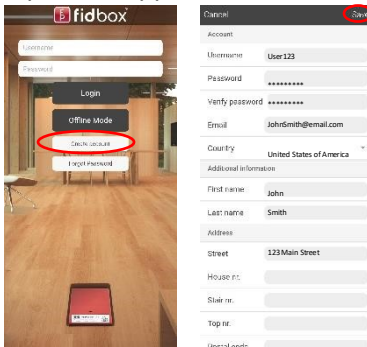
for iPhone).



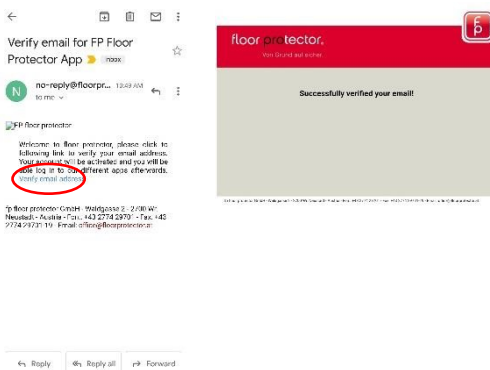
2. Search for “Fidbox” and select Fidbox® app. Click “install” and begin download.



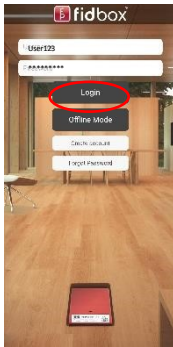
3. Open the app. Click “create account” and enter your information. Click “save”.



4. You should receive an email to verify your account. Open it and click “verify email address” or follow other instructions. You will be led to a webpage that says, “Successfully verified your email!”



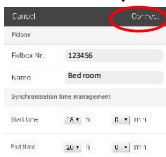
5. Reopen the Fidbox® app and login with the username and password you just created.



6. Click the “+” symbol next to “my Fidbox devices”.



7. Enter the serial number assigned to your Fidbox<sup>®</sup> and give it a unique name. Make these names specific or memorable especially when installing FidBox<sup>®</sup> units in multiple rooms (i.e. “master bedroom” instead of “bedroom”). Set the start and end time. Setting a 2-hour time frame saves on battery life. Click “connect”.

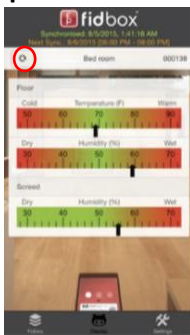




8. After initial setup and synchronization, there may be times when you must manually sync to the FidBox® while it is installed in the floor. A manual sync requires a magnet to pass over the Fidbox®, activating communication mode.

Refer to the diagram in your **WarmStep® Customer Care and Usage Guide** and find the physical location of your Fidbox® in your floor. Pass over the wood where Fidbox® is with a magnet. Press the refresh icon (circle with arrow) after swiping the magnet. The Fidbox® will count down from 15 minutes until it syncs.

**\*Only manually sync for immediate data downloads. Manually syncing could reset sync time preference to factory settings (which can be readjusted).**



**Don't forget to log in at least once a month to check on the health of your floors!**

For more information, visit [www.fidbox.net](http://www.fidbox.net).

## Using Fidbox®

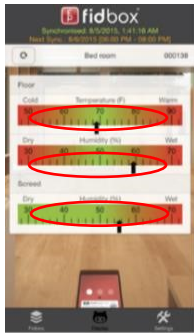
A tool is only useful in the hands of someone who knows how to use it properly; your FidBox® is no different. FidBox® is designed to be extremely easy to use, but we have included some tips for you here.

The FidBox® app will show you a few readings based on currently available information. It will show floor temperature, as well as two humidity readings. One humidity reading is of the wood floor, and the other is measuring screed (subfloor) humidity.

Each FidBox® relays information for the room in which it is installed. As temperatures and humidity could vary between areas of the home; do not assume that one reading is accurate for all areas.

The app gives a visual representation of the temperature and humidity levels making it easy to quickly interpret. The green (middle) area indicates ideal levels, where the red indicates problematic levels.





Some notes for you:

- A Fidbox® or other datalogger won't actively control the heat and humidity applied to your floor, but it will give you a way to access precise data, therefore enabling you to more effectively care for your wood floor.
- Your installer should activate the Fidbox® for you and “transfer ownership” to you so that you can access and utilize your Fidbox® on a regular basis.
- Your phone or computer should be able to pull a reading from the Fidbox® on a regular basis, but if your Fidbox® enters a power save mode from not being accessed regularly, run a magnet over the area where the Fidbox® is installed in order to enable connection.
- Obtain readings on a regular basis, at least once a calendar month, recommended once every 23 weeks.
- Act immediately when you identify a condition outside of recommended temperatures and humidity levels.
- Do not wait until there is a visible problem to check your datalogger, be proactive about checking the datalogger information just like you would with changing the oil in your car.

## Troubleshooting based on datalogger feedback

### “The levels are too low.”

This indicates the humidity of your flooring is LOW, meaning the wood is in danger of drying out.

Dry wood could result in flaws like cracking and shrinking.

To get the floor back to healthy levels, use a humidifier to replenish the room's humidity.



Refer to the National Wood Flooring Association’s guidelines to find out how to properly address the situation in more depth.

**“The levels are too high.”**

This indicates the humidity of your flooring is HIGH, meaning your wood is in danger of too much moisture.

Too much moisture in wood can cause expanding and buckling.

To get the floor back to healthy levels, use a dehumidifier to dry out the room.

Refer to the National Wood Flooring Association’s guidelines to find out how to properly address the situation in more depth.

**I need help installing the app or syncing my phone.**

For problems with the app or syncing your device, visit [www.fidbox.net](http://www.fidbox.net) or call (844)890-1986 for more assistance.