

**ThermaCELL®**

# **Heated Insoles**

WIRELESS & RECHARGEABLE

**— ProFLEX™ — HEAVY DUTY**

## **WELCOME TO THERMACELL® TECHNOLOGY**

*Dear ThermaCELL Heated Insoles ProFLEX Heavy Duty Purchaser,*

*Thank you for purchasing ThermaCELL Heated Insoles ProFLEX Heavy Duty featuring **Bluetooth®** Wireless Technology and removable, rechargeable, extended life Lithium-Ion Polymer batteries.*

*ProFLEX Heavy Duty insoles keep your feet warm, not hot, so they don't sweat then freeze. Your Heated Insoles use advanced electronics to maintain a steady temperature inside of your shoes or boots, keeping your feet comfortable but never "hot". They are intended to be used in a cold setting; you are less likely to feel the heat in a warm environment. These operating instructions provide directions on how to properly use your new insoles.*

*ThermaCELL products, including the original ThermaCELL Heated Insoles, ThermaCELL Heat Packs, and ThermaCELL Mosquito Repellent, enable outdoor enthusiasts to enjoy their favorite activities in comfort. We thank you again for your purchase of ThermaCELL Heated Insoles ProFLEX Heavy Duty and are confident your cold weather activities will be more comfortable and enjoyable than ever before.*

*Enjoy your purchase,*

*The ThermaCELL Product Group*

## PACKAGE CONTENTS

The ThermaCELL® Heated Insoles ProFLEX™ Heavy Duty package contains two Heated Insoles (Figure 1), two cushioned battery packs, one Smart Charging Case, one wall charger, one USB cable (Figure 2), one Drawstring Travel Bag (not shown) and this Instruction Booklet.

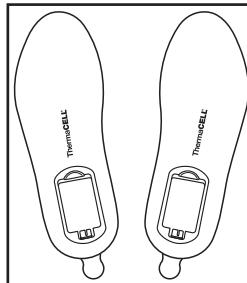


Figure 1

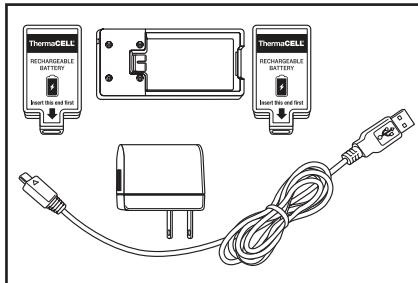


Figure 2

## THINGS YOU NEED TO KNOW BEFORE USING YOUR PROFLEX HEAVY DUTY HEATED INSOLES

### GETTING THE MOST FROM YOUR INSOLES

- Maintaining a comfortable heat level while using your Heated Insoles depends upon proper installation and activation of the Insoles, along with the type, fit, insulation, and dryness of the footwear and/or socks being worn.
- It is recommended to wear well insulated boots and medium-to-lightweight socks that wick away moisture. A very heavy sock will prevent heat from reaching your foot. Avoid materials such as cotton that will retain moisture.
- For a better fit, remove the insoles currently in your footwear (if removable), and replace with Heated Insoles. Make sure footwear is not too tight, tightness naturally causes feet to get cold.
- Before using Heated Insoles, make sure the inside of your shoes or boots are dry.
- For best results, turn Heated Insoles on at the first sign of your feet getting cold.
- The tabs at the heel of the Heated Insoles will assist in easy removal of the Insoles from shoes or boots after use. Be sure to insert Insoles with the black tab at the heel sticking up.
- For best results, use Heated Insoles in a cold environment. You are less likely to feel heat output in a warm environment outside of footwear.
- Only use the Smart Charging Case to charge ThermaCELL Heated Insoles ProFLEX Heavy Duty batteries.
- The Smart Charging Case should be used as a protective carrying case for the batteries.

### UNDERSTANDING THE HEAT

- Heated Insoles do not get "hot" to the touch and will not get as hot as disposable/chemical warming pads. They are engineered to keep your feet from sweating then freezing, so that your feet remain warm and comfortable.
- Once ThermaCELL Heated Insoles ProFLEX Heavy Duty have been fully charged, they will provide up to 8.5 hours of constant heat on Low. The outside temperature and insulation of footwear will affect run time.

### TRIMMING INSOLES FOR EXACT FIT

- ProFLEX Heavy Duty insoles may be trimmed to fit shoes or boots if needed. If your footwear has a removable insole, take it out and use it as a cutting guide. Be sure to follow the WARNING statement printed on the bottom of the Heated Insoles. Cutting beyond solid line may cause damage to heater and will void warranty.

### USING THE THERMACELL HEATED PRODUCTS BLUETOOTH APPLICATION

- To operate your ThermaCELL Heated Insoles ProFLEX Heavy Duty with *Bluetooth®*, you will need to use the ThermaCELL Heated Products app. You can download this from the Apple App Store or the

Google Play App Store. The app is compatible with these Apple® devices running iOS 9 or newer: iPhone® 5, iPod touch® 5th Gen., or newer versions of these devices. It is also compatible with leading Android™ devices. Full list: <http://heat.thermacell.com/devices>.

## CHARGING AND RECHARGING BATTERIES

ProFLEX™ Heavy Duty insoles must be fully charged before first use. Charge the batteries at room temperature. Insoles do not need to be taken out of footwear to remove the batteries. It may take up to 2 hours to charge both batteries simultaneously. Before proceeding, ensure hands are dry.

### Directions:

1. Plug the USB Cable into the Smart Charging Case by inserting the micro USB connector (smaller end). Then, plug the USB connector (larger end) into the wall charger.
2. Connect the wall charger to a power outlet or plug the USB connector into a powered USB port rather than the wall charger.
  - 2.1. When there are no batteries in the Smart Charging Case, the two LEDs on the side of the case will alternate red and green.
3. Insert the battery into the Smart Charging Case by following these steps:
  - 3.1. Lay the Smart Charging Case on a flat dry surface.
  - 3.2. Hold the battery with the foam side facing up above the Smart Charging Case.
  - 3.3. Gently place the battery inside the Smart Charging Case with the foam side facing up, so the battery connector is facing the red Smart Charging Case connector (Figure 3). The battery will be at a slanted position at this point (Figure 4).

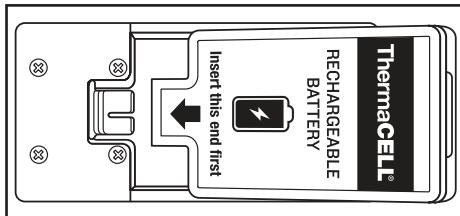


Figure 3

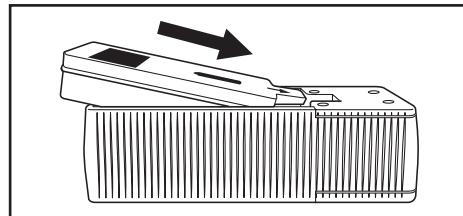


Figure 4

4. With the connectors aligned, slide the battery connector on to the Smart Charging Case connector; push battery down until it clicks and locks into place. The battery should be fully nested inside the Smart Charging Case.
5. Insert the second battery into the opposite side of the Smart Charging Case by following Steps 3 and 4 above.
  - 5.1. The LEDs on the Smart Charging Case will glow orange while the batteries are charging. The Smart Charging Case LEDs will glow green when the batteries are charged. If either LED turns green, the battery on that side of the Smart Charging Case is fully charged.
6. Disconnect the wall charger from the outlet or the USB connector from the powered USB port. Next disconnect the micro USB connector from the Smart Charging Case. This process can be done in any order without causing damage.
7. Remove the batteries from the Smart Charging Case by following these steps:
  - 7.1. At the end of the battery opposite the connector, you will feel a thin protruding hard tab on the battery (Figure 5).
  - 7.2. Lift the battery by inserting finger under the tab and gently pulling up just enough so you can insert the tip if your finger under the battery.

### CAUTION:

- Do not attempt to lift batteries by grasping the battery's foam cushion as it could tear.
- Do not lift the battery more than is required to insert a finger underneath the battery to grasp it.
- Do not use sharp objects to remove batteries from the Smart Charging Case or insoles.

- 7.3. Pull the battery in a straight line away from the Smart Charging Case connector (Figure 6).

8. Repeat steps 7.1 through 7.3 to remove the other battery.

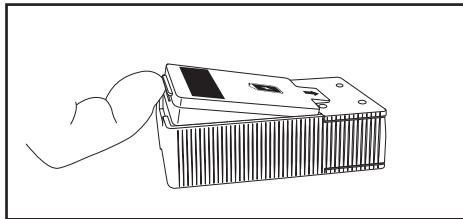


Figure 5

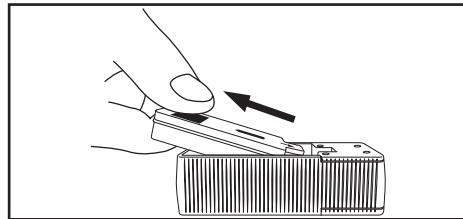


Figure 6

## INSERTING BATTERIES INTO INSOLES

The batteries can be inserted into the Insoles whether the Insole is in footwear or not. Insert the batteries into the Insoles by following these steps:

1. Ensure Insole's battery compartment is facing up.
2. Hold the battery with the foam side facing up above the Insole battery compartment with the battery connector facing the heel of the Insole.
3. Align the battery on top of the Insole battery compartment with the foam side facing up so that the battery connector is facing the red Insole connector (Figure 7).
4. With the connectors aligned, slide the battery towards the Insole connector. Then slide the battery connector into the Insole connector (Figure 8) and press the battery all the way down into the battery compartment. The battery will be fully nested inside the Insole battery compartment. The LED in battery compartment will flash red and green briefly to show that it is connected properly.
5. Repeat steps 1-4 with the other battery and Insole.

**Note:** Insoles default to the No Heat setting upon insertion of batteries.

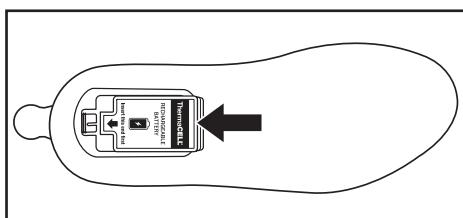


Figure 7

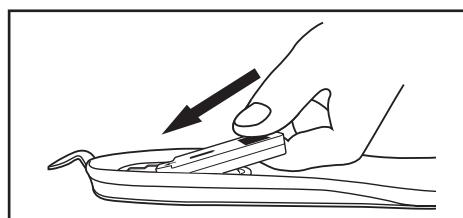


Figure 8

## REMOVING BATTERIES FROM INSOLES

1. Reach with your finger to the front edge of the battery which is closest to the toe of the shoe or boot.
2. Just beyond the front edge of the foam you will feel a thin protruding hard tab on the battery. Lift the battery by the tab just enough so you can insert the tip of one finger under the battery (Figure 9).

### CAUTION

- Do not lift the battery more than is required to insert a finger underneath the battery to grasp it.
- Do not lift the battery up any further until it is disconnected from the Insole's connector. Bending the connectors too much may damage the connectors.
- Do not attempt to lift batteries by grasping the battery's foam cushion as it could tear.

3. Gently pull the battery in a straight line away from the Insole (Figure 10).

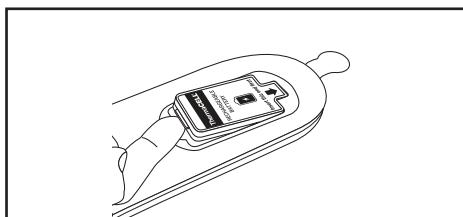


Figure 9

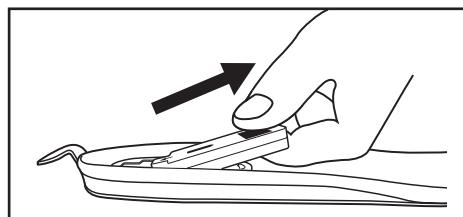


Figure 10

## USING THE BLUETOOTH FEATURE

### BEFORE YOU BEGIN:

1. Download and install the ThermaCELL® Heated Products application at the Apple App Store for your iOS device or the Google Play App Store for your Android device.
2. Inside the battery frame on each insole is a sticker with an insole ID number. The last four digits of this number identifies your product during the *Bluetooth* pairing process. Schawbel Technologies does not keep a record of these numbers.

For safe keeping, write your Insole IDs here: \_\_\_\_\_ and \_\_\_\_\_

### PAIRING YOUR INSOLES WITH THE BLUETOOTH APPLICATION

1. Insert fully charged batteries into the insoles.
2. Open the ThermaCELL Heated Products app on your device.
3. Register your device or click Skip.
4. Click the + symbol in the upper right hand corner of the screen to begin pairing your insoles with the app.
  - a. You can identify your insoles by using your insole ID numbers. If your insole ID numbers do not appear, make sure your batteries are fully charged and refresh the app by using your finger to pull down on the screen. When you find your ID number, click on the + sign to add your device.
  - b. A pop up window will appear for a *Bluetooth* Pairing Request: Cancel or Pair. Click Pair.
  - c. The LED located at the top of the battery in your insoles will flash red when you have selected the correct product from your screen.
5. Enter a 4 digit code you will remember (this does not have to be your product ID number). Keep a record of the code you choose. This code prevents another user from making changes to your product. Schawbel Technologies has no record of this code. For safe keeping, write your 4 digit code here: \_\_\_\_\_
6. Enter a name for your insoles.
7. Click "Submit".
8. Click the  arrow in the upper left corner of the screen to see your insoles.

### SETTING THE HEAT/TURNING THE INSOLES "ON"

1. On the home screen click "Inactive ►" next to the insoles you want to operate.
  - a. If a "Firmware" update appears, please select "yes". Note: A firmware update may take several minutes.
2. Select Low, Medium, or High to activate the heat settings.
  - a. The green LED light in the battery compartment on each insole will flash intermittently indicating the heat setting: 1 flash = Low Heat, 2 flashes = Medium Heat, 3 flashes = High Heat.
  - b. No Heat is a "stand by" or "sleep" setting and the insoles will not generate heat in this setting. The LED will not flash in the No Heat setting.
  - c. To prolong battery life, it is recommended that the Insoles be in the No Heat setting when the user is engaged in strenuous activities. At high exertion levels, the body typically generates enough heat to keep the feet warm.
  - d. When the batteries are drained during operation, the Insoles will stop generating heat. It is then time to replace or recharge the batteries. It is recommended that you keep an extra set of batteries with you to extend the run time of the Insoles.
3. Linking/Unlinking Insoles
  - a. To operate your insoles in tandem, tap the LINK box between the insoles until it shows : (linked)
  - b. To operate your insoles independently, tap the LINK box between the insoles until it shows:  (unlinked)

## **TURNING THE INSOLES “OFF”**

**LONG-TERM:** When you are not using your Insoles for a prolonged period of time (many days or longer), remove the batteries from the Insoles. This is the only way to completely turn your Insoles off.

**SHORT-TERM:** When you are not using your Insoles for a short period of time (up to a few days or when your feet are warm), use the No Heat setting to put the Insoles into “standby” or “sleep” mode. The LED in the battery compartment will not blink in the No Heat setting. When heat is needed, simply select the desired heat level from the Settings screen in the application to reactivate heat.

**Note:** Turning off the application and/or your smart device will not turn off the insoles.

## **INSERTING INSOLES INTO FOOTWEAR**

Insert into boots or shoes with battery compartment (green side) facing up. Trim insoles to fit, if needed. Please follow additional directions regarding trimming on the bottom of Insoles.

## **CARING FOR YOUR INSOLES**

- Store your heated insoles and accessories in a clean and dry place.
- Charge batteries fully before long-term storage and store in the Smart Charging Case. Recharge the batteries every few months to maintain peak performance.
- Do not damage the heating elements by excessively bending the Insoles.
- Clean with a damp cloth only. Do not use chemicals or cleaning agents.
- Do not submerge in water. Insoles are highly water resistant, not waterproof. If Insoles become submerged in water, air dry before attempting to use.
- Only air-dry the Insoles. Do not place them on radiators or any other hot surface. Let the Insoles dry completely before charging and attempting to use again.

## **REMOVABLE LITHIUM-ION POLYMER BATTERY INFORMATION**

The high quality Lithium-Ion Polymer batteries can be fully recharged well over 500 times. Only use a ThermaCELL Smart Charging Case to charge the batteries. Batteries must be disposed of in accord with local laws and regulations.

**Charge Time:** The ThermaCELL Heated Insoles ProFLEX™ Heavy Duty batteries are designed with Quick Charge technology and will fully charge in 2 hours or less.

### **Run Time:**

	<b>Average Run Time</b>
<b>High</b>	5 hours
<b>Medium</b>	7 hours
<b>Low</b>	8.5 hours

**CAUTION** - Risk of fire and burns. Do not open, crush, heat above 185°F, or incinerate. Follow manufacturer's instructions.

**CAUTION** - Never put batteries in mouth. If swallowed, contact your physician or local poison control center.

**CAUTION** - This product should not be used in environments where there is a likelihood of it being punctured by sharp objects underfoot. When the product is removed for charging if there is any indication that the battery or battery case has been punctured (for example by a nail) or damaged, it should not be used or recharged. Under no circumstances should a battery/insole that has been punctured or damaged be connected to the charger.

## ONE-YEAR LIMITED WARRANTY

This product is guaranteed against defects under normal use for one year from the date of purchase. If your product fails to perform satisfactorily because of defects in material or workmanship it will be repaired or replaced free of charge. To register your product please visit <http://heat.thermacell.com/>

## HEATED INSOLES ACCESSORIES

Accessories available for ThermaCELL® Heated Insoles ProFLEX™ Heavy Duty include an Extra Battery Pack. Contact ThermaCELL at 1-866-651-7579 or visit <http://heat.thermacell.com/> to find a retailer in your area to purchase this item.

The Extra Battery Pack allows you additional run time for your ThermaCELL Heated Insoles ProFLEX Heavy Duty. You can use multiple battery packs with one pair of insoles. The ProFLEX Heavy Duty Battery Pack includes a wall charger (with a USB cable), two cushioned batteries and the Smart Charging Case.

## THERMACELL CUSTOMER SERVICE

If you have further questions regarding ThermaCELL Heated Insoles ProFLEX Heavy Duty:

- Call Customer Service at 1-866-651-7579.
- Refer to <http://heat.thermacell.com/> for instructions, tips, and how-to videos.

## CAUTION: BE AWARE OF BURN POSSIBILITIES

Properly use ThermaCELL Heated Insoles ProFLEX Heavy Duty according to instructions.

Users of ThermaCELL Heated Insoles ProFLEX Heavy Duty need to be aware of early sensations of a burn, including when an area of a foot becomes hot, or when any area of your foot feels like you are standing on a small pebble or pointed object and may or may not feel hot.

If you feel the early warning of a foot burn, immediately discontinue use of the Insole and make certain your foot is not at risk of being burned. See a physician immediately if you think you have a burn.

### Schawbel Technologies LLC

**Battery Specifications:** 623450 1300mAh 3.7V 4.81Wh

## RADIO AND TELEVISION INTERFERENCE

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.**

Changes and Modifications not expressly approved by Schawbel Technologies LLC can void your authority to operate this equipment under Federal Communications Commission's rules.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Schawbel Technologies LLC  
ThermaCELL Heated Products  
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Burlington, MA 01803  
<http://heat.thermacell.com>

(D) Schawbel Technologies LLC Patents Pending

## TROUBLESHOOTING

Trouble	Try
Insoles are not pairing with the application.	Make sure batteries are completely charged by plugging the unit into the charger and verifying that the LEDs on the Smart Charging Case glow green.
Previously paired insoles no longer appear on the list in the application.	Follow the instructions in "Pairing Your Product with the <i>Bluetooth</i> Application".
I forgot my four digit code or want to rename my insoles.	Keep entering an incorrect 4 digit code until the application asks if you want to perform a factory reset. Choose OK and follow the on-screen prompts.
I have a new or second device I want to pair my insoles with.	Download the application to your new device and follow the instructions in order under "Bluetooth Pairing Instructions".
My insoles do not show in the list.	Refresh the list by dragging down on the home screen from the top. Make sure your insoles are within the <i>Bluetooth</i> range of your device.
Application is not responding ("frozen").	Turn the application off and back on again. If the application still does not respond, turn your device off and then on again. If the application continues to be unresponsive, please uninstall and reinstall the application.
I lost the Product ID and the sticker is not on the insoles anymore.	To register a product when you have forgotten or lost your Product ID simply bring your product with you and move to a location where there are no other ThermaCELL® <i>Bluetooth</i> enabled products in range. The application will then see only your device.
LEDs on the insoles are not blinking when I change the heat setting in the application.	Verify that the unit is charged. Verify that the application is not frozen by tapping other buttons to move around in the application. <ul style="list-style-type: none"> <li>Application Not Frozen-If the unit is charged and the application is not frozen contact Customer Service for assistance</li> <li>Application Frozen-see above</li> </ul>
Insoles are not getting hot.	Verify that the batteries are charged. If the unit is still not heating contact Customer Service.
<b>Emergency Only</b> – My phone is dead or I don't have my phone with me and I need to turn on my insoles.	Remove the insole from the footwear. Remove and reinsert the battery. While the light is flashing red and green, hold the battery in place, turn the insole green side down and tap the insole lightly on a flat surface. The insole will set to the last known heat setting of the <i>right</i> insole. Repeat for the other insole. The second insole will also set to the last known heat setting of the <i>right</i> insole.

Customer Service: Email [customerservice@schawbeltech.com](mailto:customerservice@schawbeltech.com) or call 1-866-651-7579

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