



We create chemistry

Encircle™

Remote Termite Detection System

Equipment Troubleshooting

To submit a product claim, contact your BASF Pest Control Solutions Sales Representative. When making a claim, be sure to provide the Device ID number.

Gateway troubleshooting.

Follow the steps in the order below and stop when the Gateway is Online.

Note: Gateways transmit readings every minute. Refresh the page and move on to the next step if the Gateway does not transmit a new reading after waiting 3 minutes.

1. **Check the Internet service:** Ask the property owner to confirm that their other Internet-enabled equipment is online. If the Internet is temporarily down, the Gateway will reconnect automatically once it is restored.
2. **Reset the Gateway:** Unplug the power cable to the Gateway and wait 1 minute before reconnecting.
3. **Change the Port:** Unplug the Ethernet cable from its current Ethernet port on the Internet modem/router to a new Ethernet port.
4. **Replace the Ethernet Cable:** Replace the old cable with a new unit.
5. **Replace the Gateway:** In the Encircle app, click on the non-working Gateway to open the Gateway Settings page, then click on the "Remove Gateway" button and follow the on-screen prompts to confirm its deletion. Next, select + Add Gateway from the location menu and follow the on-screen prompts. Discard the non-working Gateway following the Disposal Instructions.*

IMPORTANT always be sure that:

- The Gasket is seated securely between the Reporter and the Detector for all sensors.
- Gateways and Sensors have been successfully added to the Encircle app and have successfully transmitted data (verify latest date and time of reading). This may take several minutes, and the app may need to be refreshed manually.
- All Reporters are labeled with their corresponding station numbers.
- All Sensors have been placed into Stations with Lids secured.

Smart Sensor troubleshooting.

Follow the steps in the order below and stop when the Sensor has successfully transmitted a new data reading.

Note: When Sensors are first activated or reset they will transmit data readings every 10 minutes for 2 hours. Thereafter, they will transmit data readings once every 24 hours. After each step refresh the page and move on to the next step if a new data reading is not received within 10 minutes.

1. **Reset the Sensor:** Disconnect the Reporter from the Detector, wait 1 minute, then reconnect the Reporter and the Detector with the Gasket seated between.

Only follow step 2 if the Sensor has never successfully transmitted a reading. If the Sensor has successfully transmitted data readings in the past, skip this step and move on to Step 3.
2. **Delete and Re-Add the Device:** In the Encircle app, click on the non-working Sensor and navigate to the Device Settings tab. Click on the Remove Device button at the bottom of the page and follow the on-screen prompts to remove the Sensor from the app. Next, click on the location's Menu button and click the + Add Device button and follow the on-screen prompts to re-add the Sensor to the location.
3. **Replace the Detector:** Disconnect the Reporter from the Detector and replace the Detector with a new unit with a new Gasket seated between.
4. **Replace the Reporter:** In the Encircle app, click on the non-working Sensor and navigate to the Device Settings tab. Click on the Replace Device button next to the Device ID and follow the on-screen prompts to replace the Reporter. Discard the non-working Reporter following the Disposal Instructions.* Connect the new Reporter to the current Detector with the Gasket seated between.
5. **Replace the Entire Sensor:** In the Encircle app, click on the non-working Sensor and navigate to the Device Settings tab. Click on the Replace Device button next to the Device ID and follow the on-screen prompts to remove the non-working Sensor.

Connect a new Reporter to a new Detector with a new Gasket seated between. Next, click +Add Device from the location menu and follow the on-screen prompts to add the new Sensor to the location. Discard the non-working Sensor following the Disposal instructions.*

* Disposal Instructions: In conformance with local, state and federal regulations, expired intact Encircle equipment should be managed as an Electronic Waste. Otherwise, the user should follow guidance provided by local, state and or federal agencies regarding the proper disposal of the Encircle equipment.

Need Help?

Contact us at 1-800-777-8570 or SupportMyEncircle@basf.com