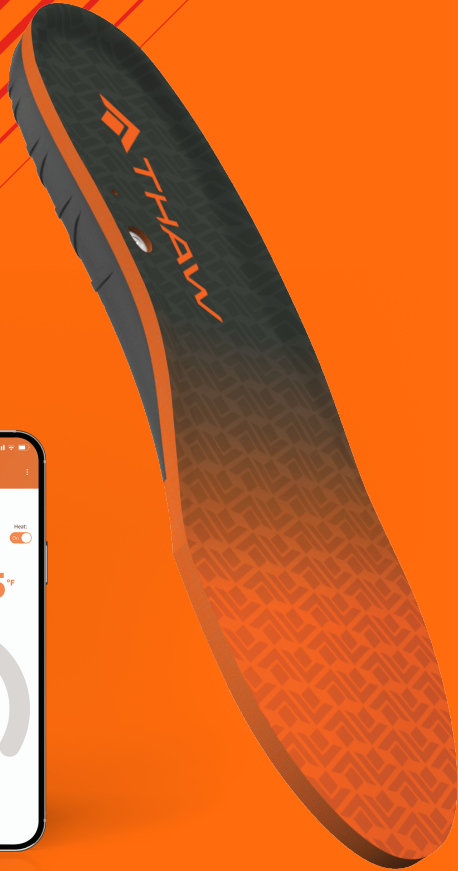




BLUETOOTH® ENABLED
HEATED INSOLES

PERSONAL WARMTH REINVENTED™



OPERATING INSTRUCTIONS
PLEASE READ BEFORE OPERATING THIS EQUIPMENT

THANK YOU

We appreciate your business
and would like to thank you
for choosing THAW!

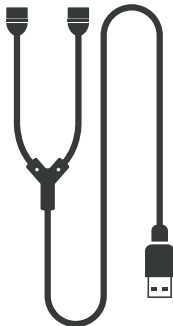
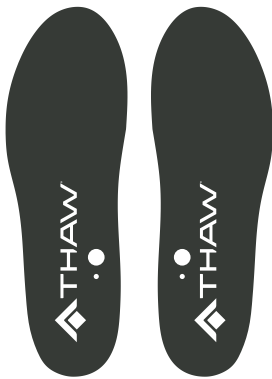
Your safety is important to us.
Please read the instructions carefully
and utilize the proper precautions before
operating your devices.

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INCLUDED ITEMS

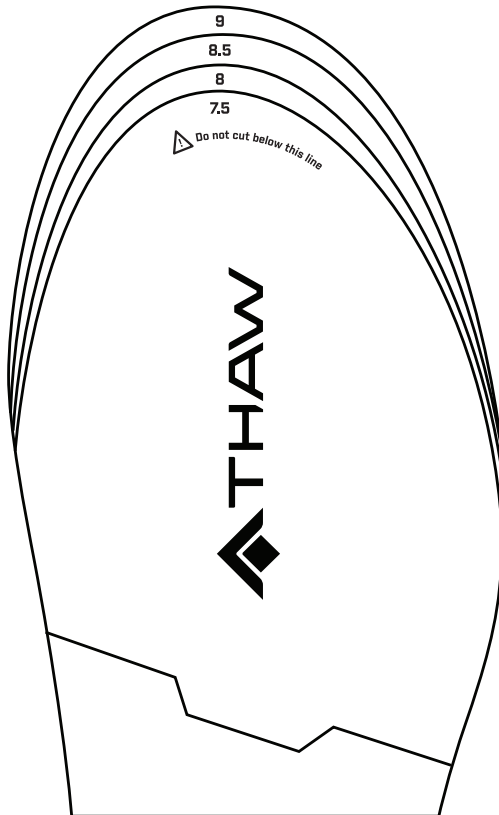
- 1 Pair of BlueTooth® Enabled Heated Insoles
- Drawstring Storage Bag
- Y-Splitter Magnetic USB Charging Cable
- AC Wall Adapter (2A)



TRIMMING THE INSOLES:

Each size of the THAW BT Heated Insoles fit four shoe sizes. Test the insoles in the shoes you want to use them in before you trim them. Once you determine you need to trim your insoles, trim them one shoe size line at a time until you get the desired fit. Shoe sizes can vary between each manufacturer, so testing the insoles before, and as you trim them helps ensure a perfect fit. If you are unsure of what size fits your shoe best, remove the insole that came with your shoe and hold it up as a template when trimming your THAW BT Heated Insoles.

WARNING: When trimming your insoles, be very careful not to cut below the last shoe size line. Doing so will damage the electronics and heating element.



CHARGING INSTRUCTIONS

CHARGING YOUR THAW BT HEATED INSOLES:

IMPORTANT: Before using your THAW BT Heated Insoles for the first time, fully charge them.

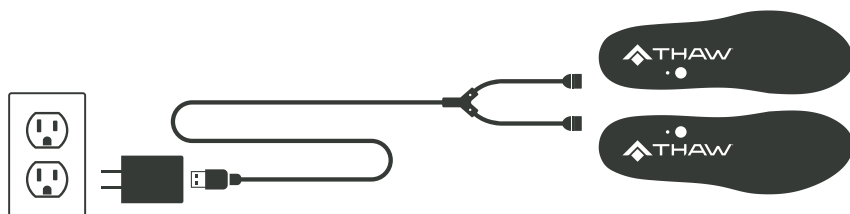
THAW BT Heated insoles come with a magnetic USB cable and an AC wall adapter. Simply plug the cable and the wall adapter into a plug outlet and attach the magnetic ends to the charging rings on the BT insoles. The cable will magnetically seek and connect to the insoles, even when they are in a pair of shoes, so you do not need to remove your insoles to charge them. There are two status lights on the Y-splitter of the charging cable that shows red when the insoles are charging and turns green when the insoles are fully charged.

Approximate recharge time using a 2A AC wall adapter:

Small / Medium - 3 hours

Large / X Large - 4.5 hours

NOTE: Heat function is disabled while the product is charging.

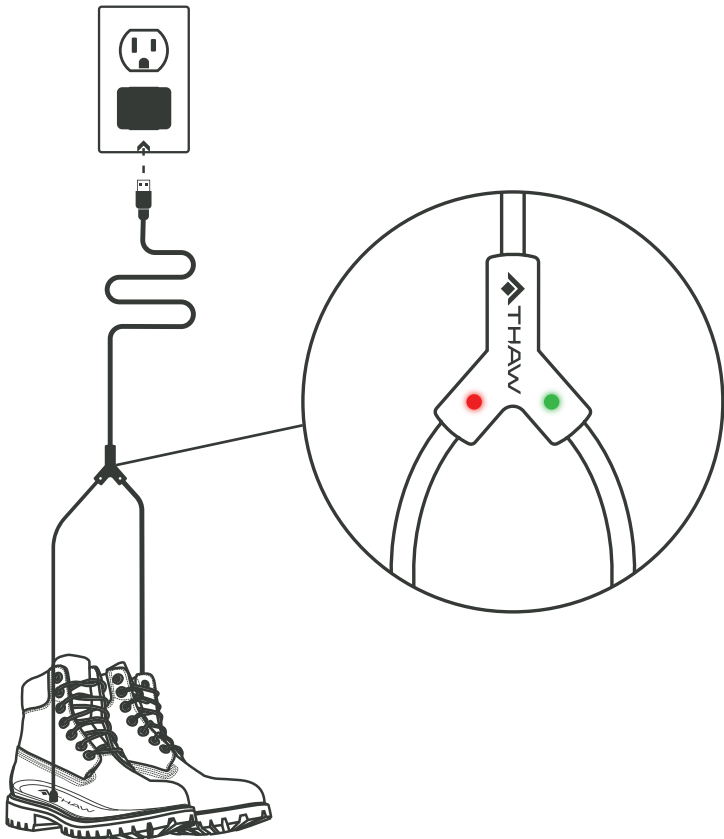


IMPORTANT: To preserve battery power, THAW BT Heated Insoles go into a deep sleep state after 12 hours of not being used or charged. If you plan on being away from a power source for a long period of time, it is recommended that you pack your charging cable, wall adapter and a portable power bank with a USB-A charging port to be able to recharge and turn on your insoles.

IN-SHOE CHARGING:

1. Plug the USB cable into a power source and you're ready to charge.
2. Drop in the magnetic charging ends into your boot or shoe...they will automatically find their way to the Insole Charging Ports.
3. Check that the LED indicator lights on the cord are lit up to make sure the charging cord has connected.

NOTE: Product can not be charged while being worn.



OPERATING INSTRUCTIONS

NOTE: THAW BT Heated Insoles do not require an internet connection to operate. However, an internet connection is required to download the THAW Gear application and THAW account creation. A THAW account is required to use the insoles.

APPLICATION DOWNLOAD:

THAW BT insoles require the THAW GEAR application to function. The THAW GEAR Application is a full-featured application that allows you to precision control the temperature of your insoles, as well as access a full suite of weather, device location and THAW account services.

The application is available on the iOS App Store and the Google Play Store.

Scan the following QR code with the camera on the device you want to download the THAW Gear application for:



ACCOUNT LOGIN:


When you first open the THAW Gear app, you will see the login screen. If you already have an account, you can sign in using your email address and password, or one of the social login options to access your account.

If you do not have an account, tap **Sign Up!** to create one.

ACCESS YOUR THAW ACCOUNT

E-mail


Password


 


[Forgot your password?](#)

Log in

Don't have an account? [Sign Up!](#)

 **Continue with Facebook**

 **Continue with Google**

 **Continue with Apple**

ACCOUNT CREATION:


To create an account, tap **Sign Up!** on the account login screen. Enter all of the required information and read and agree to THAW's Terms of Use. Once the form is complete, tap **Create account**

CREATE A NEW ACCOUNT

<p>Name</p> <input type="text" value="John"/>	<p>Last Name</p> <input type="text" value="Smith"/>
---	---


E-mail

Password



Your new password must contain **8 digits or more**, using a combination of at least 3: **upper case letters, lower case letters, numbers, or special characters**

Confirm password



I want to receive updates on new products and sales when available

I agree with [Thaw's terms of use](#)

[Go back](#) Create account

WEARING YOUR INSOLES

INSOLES PLACEMENT:

THAW BT Heated Insoles are designed to provide a warm, comfortable environment within your shoe. They heat gently to ensure that your feet do not sweat and then refreeze when in the coldest environments.

We recommend that you use your THAW BT Heated Insoles in well insulated shoes and with warm socks that aren't too thick and will help wick away moisture. Thick socks can insulate your feet from feeling the heat from the insoles.

We also recommend that you remove the insoles that came with your shoes before inserting the THAW BT Heated Insoles.

While THAW BT Heated Insoles are designed to fit comfortably in your shoe, you may need to wear your laces or straps more loosely than normal. In some cases, you may find you need to size up your shoe in order to get the most comfortable fit.

NOTE: THAW BT Heated Insoles have an IPX4 rating. This means that they are water and weather resistant and can endure exposure to water. They are not rated to be submerged, so take precautions when using them in known wet environments. We recommend only using your insoles in a well-insulated shoe that won't let water in, or inside stockingfoot waders when entering water.

PAIRING INSOLES:

Once you are signed in to your THAW account, you will be on the My Devices screen. To add your first THAW insole, tap **+ Add Device**.

No devices registered

Your account has no devices registered to it right now.
Add your devices to set them up and control them.

+ Add Device

The THAW Gear app will automatically scan for nearby insoles.

NOTE: If no insoles appear, they may be turned off. THAW insoles will go into a deep sleep to preserve their battery after 12 hours of not being used, or charged. To turn on your THAW BT Heated Insoles, simply connect them to the charger for a few seconds. The indicator light will flash green to show that they are turned on. Once both insoles are confirmed to be turned on, tap **Search again** to refresh the list.

FOUND DEVICES

Search again



Left Insole

ThawL:1a23bb456cde



Right Insole

ThawR:1a23bc45678d

PAIRNG INSOLES:

The list of devices will indicate if it is a Left or a Right insole, and it will list the device's unique serial number. To verify which insole you are connecting to, match the serial number to the one printed on the bottom of each insole.



FOUND DEVICES

[Search again](#)



Left Insole

ThawL:1a23bb456cde



Right Insole

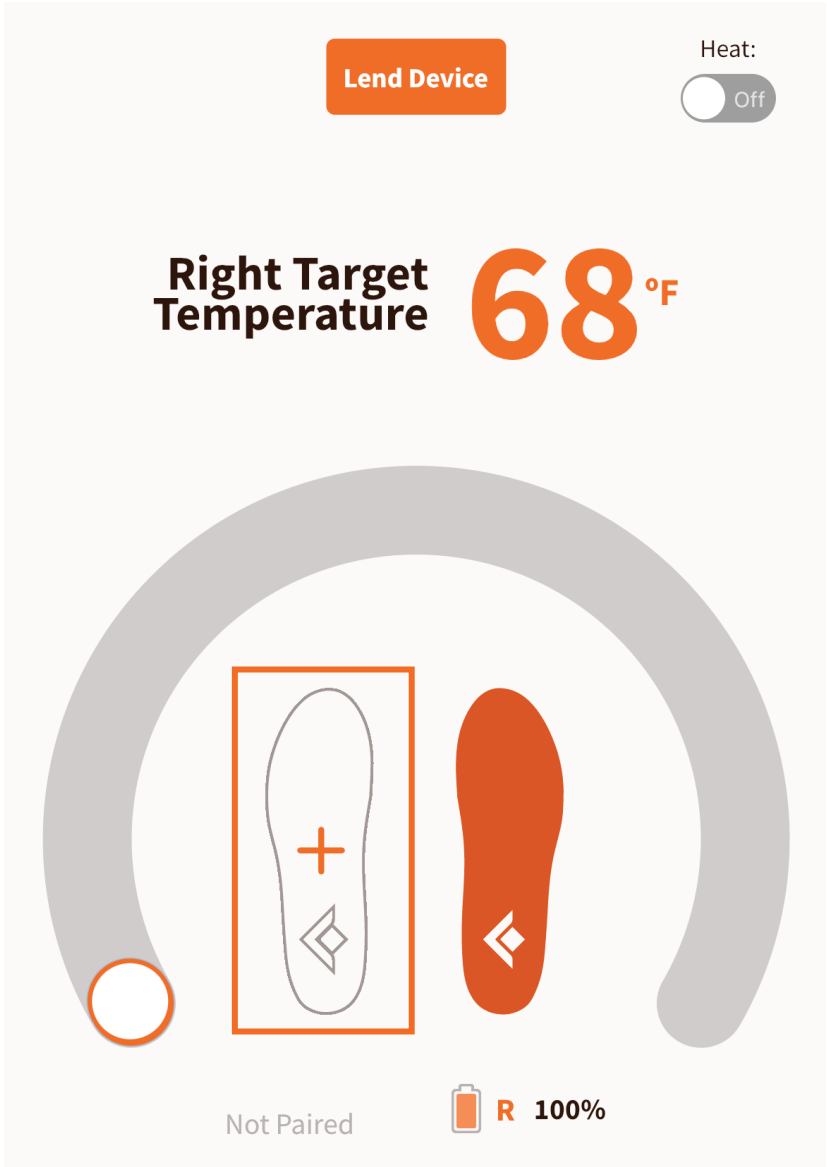
ThawR:1a23bc45678d

Once the insole is connected, you will see the device control dashboard.

NOTE: You must connect one insole at a time. It does not matter which insole you connect first. In order to control your insoles as a pair, add the second insole on the device control dashboard.

PAIRING INSOLES:

To add your second insole, tap the outline of an insole with the + symbol in the center. This will take you back to the device search list.



PAIRING INSOLES:

The list of devices will now only show compatible insoles to complete the pair. Once again compare the serial numbers and connect the second insole by tapping it in the list.

NOTE: If no insoles appear, they may be turned off. To turn on your THAW BT Heated Insoles, simply connect them to the charger for a few seconds. The indicator light will flash green to show that they are turned on. Once both insoles are confirmed to be turned on, tap **Search again** to refresh the list.

FOUND DEVICES

Search again



Left Insole

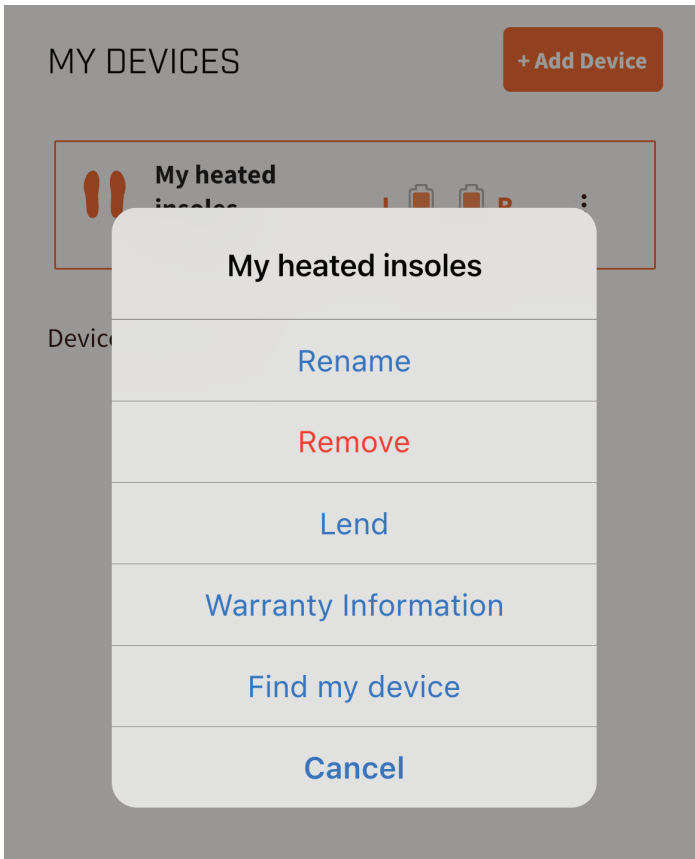
ThawL:1a23bb456cde

Once connection is made with the second insole, you will see the pair of insoles filled in on the device control dashboard.



UNPAIRING INSOLES:

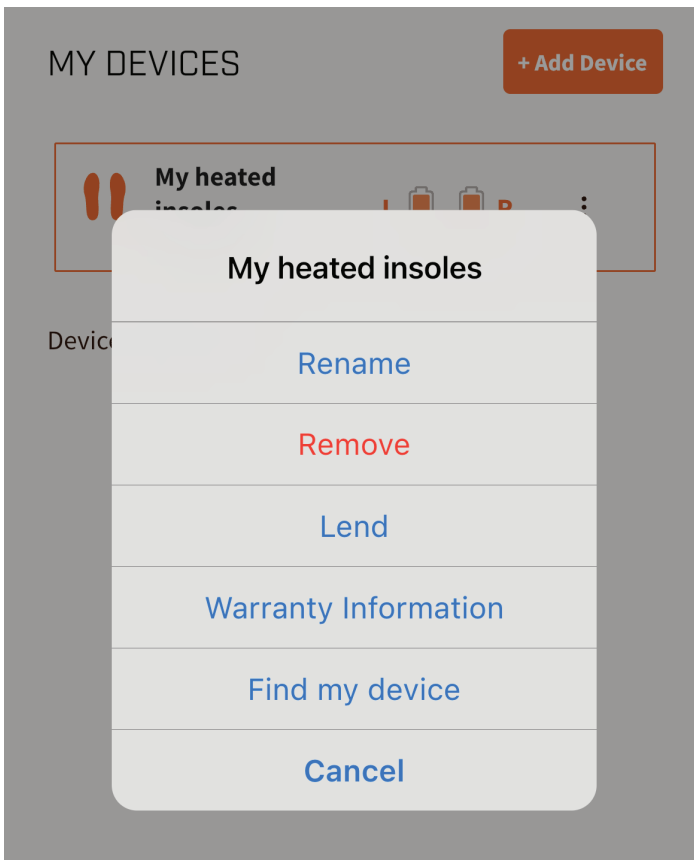
If you need to unpair your insoles from your device permanently, you will need to remove them from your THAW Account. To remove them, tap the menu **:** from the **My Devices** list and tap **Remove**.



FINDING INSOLES:

If you have recently connected to your insoles, but have misplaced them or the shoes they are in, you can use the Find my device feature. Tap the menu **:** on the **My Devices** list and tap **Find my device**. This will display a map with an approximate last known location of the insoles.

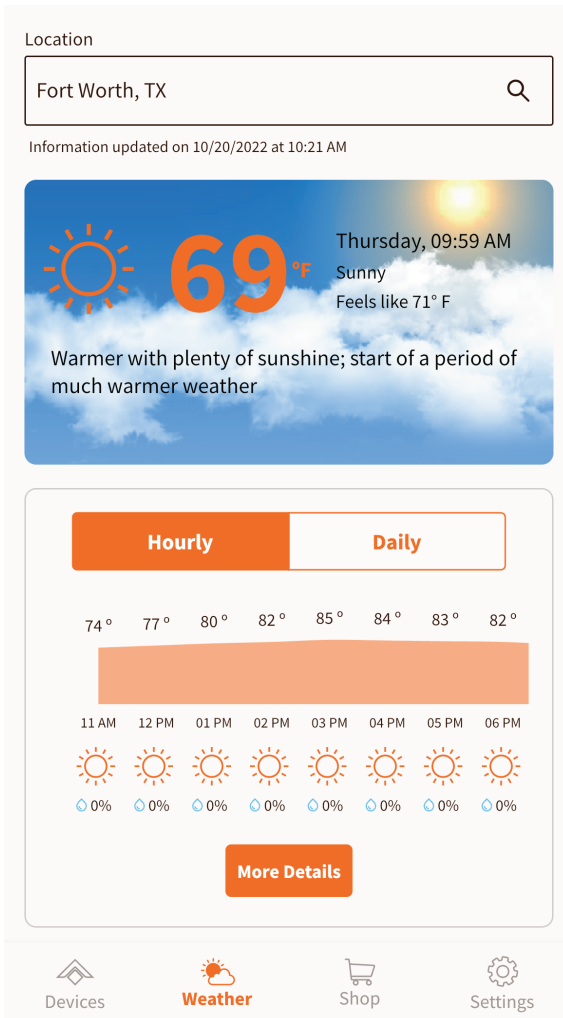
NOTE: This feature provides the general area that the insoles were in and shows when it was last updated. If the insoles have gone offline or disconnected from your device since this update, the location shown will not be accurate.



WEATHER

The THAW Gear app features a robust weather tab that will update with your local weather forecast.

NOTE: You must allow the app to use your location in order for this feature to know your location automatically. Otherwise, you will need to search for your location.



SHOP

To learn about other THAW products, you can access the THAW online store directly from the THAW Gear app.



RECHARGEABLE HAND WARMERS

USB-C Rechargeable Hand Warmer and Power Bank

★★★★☆ 4 Reviews



Devices



Weather



Shop



Settings







SETTINGS

The Settings tab allows you to make changes to your THAW Gear app experience and your THAW account such as changing your password.





Hello John!

Account number 12345

How can we help?

-  Edit my profile >
-  Change my password >
-  App Settings >
-  FAQ >
-  Help >
-  Logout >

For more news, follow us on social media:

 Devices  Weather  Shop  **Settings**

CONTROLLING INSOLES:

To activate your insoles, tap the **Heat Switch** to flip it to the **On** position. Tap and drag the **Temperature Control** slider until it is at your desired temperature.

NOTE: You cannot adjust the temperature target unless the **Heat Switch** is set to **On**.

NOTE: You cannot turn the **Heat Switch On** while the insoles are charging.



UNSYNCING INSOLES:

Tap the **Sync Insoles** button to **Off** to control one insole at a time. Once the switch is off, tap to highlight the insole you want to control, tap the **Heat Switch** to **On** and set your desired temperature. To set the other insole to a different temperature, tap to highlight it, turn the heat on and adjust the temperature.



LENDING INSOLES:

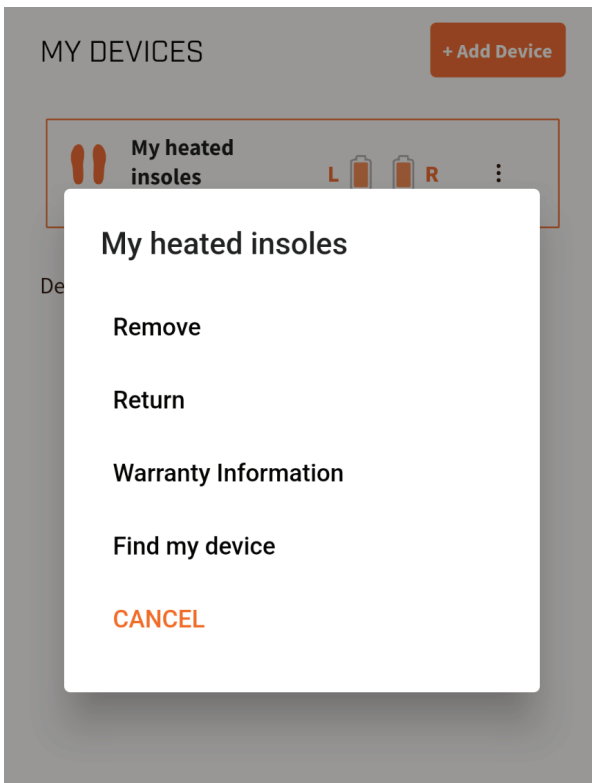
The THAW Gear application features a lending system that allows you to let another THAW Gear user use your insoles without sharing your account. Tap **Lend Device** and enter the user's account number which can be found on the **Settings** tab of the THAW Gear application.

Hello John!

Account number 12345

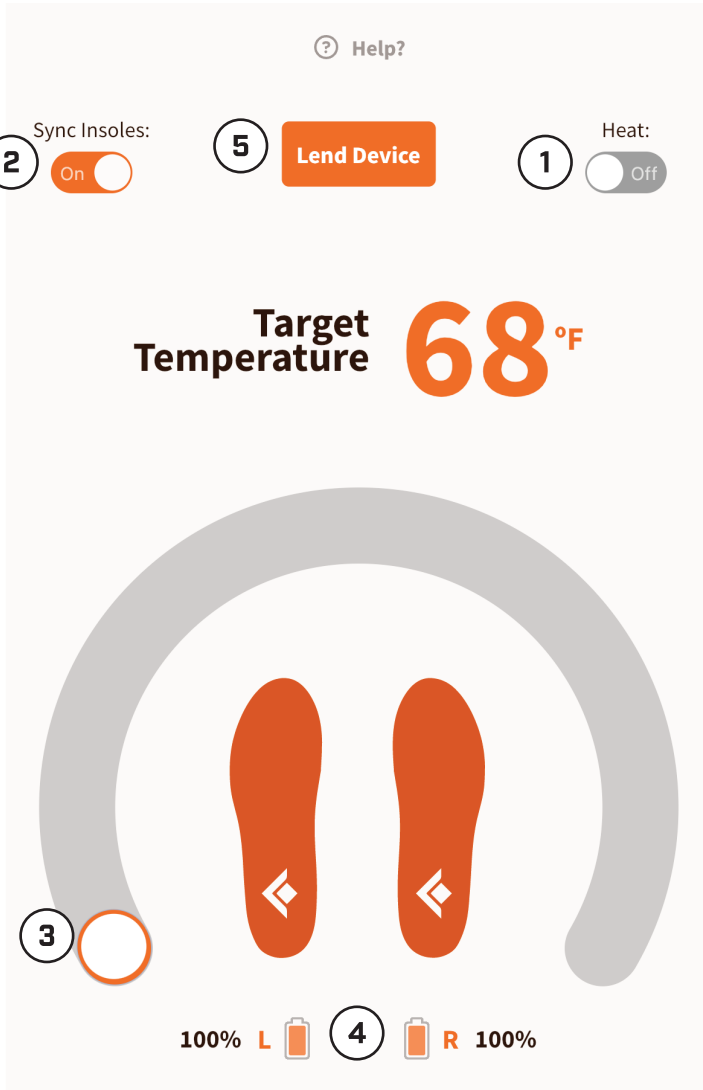
The insoles can be **Returned** at any time from the My Devices list menu **:** by the lender or the borrower.

NOTE: The borrower must register for their own THAW Account before they can be lent the insoles.



CONTROLLING INSOLES:

- 1. Heat** - Turn heat function On/Off
- 2. Sync Insoles** - Control devices together, or individually
- 3. Temperature Control** - Slide to adjust desired heat
- 4. Battery Status** - Shows current charge level of the insoles
- 5. Lend Device** - Enter another user's ID to lend them control of the selected insoles.



STATUS LIGHTS AND RUN TIMES

Status Lights:

The status light is located near the magnetic charging ring on the insoles.

- **Solid Yellow** - The insoles are currently booting up from a deep sleep.
- **Solid Green for 3 seconds** - The insoles have connected to a device successfully.
- ⚡ **Flashing Green for 10 seconds** - The insoles have disconnected from a device.
- 🔥 **Flashing Red every 5 seconds** - The insoles are on and heating.
- 🔥 **Quick Flashing Red** - The insoles have received a new command from the application.
- **Solid Red (while charging)** - The insole is charging.
- **Solid Green (while charging)** - The insole is fully charged.
- ● **Charging Cable** - 2 status lights, one for each insole, will light up red when that insole is charging and will turn solid green when that insole is finished charging.

Run Times:

Small / Medium Insoles:

122°F / 50°C - 2 hours

104°F / 40°C - 2.4 hours

86°F / 30°C - 3 hours

68°F / 20°C - 4.5 hours

Large / X Large Insoles:

122°F / 50°C - 2.5 hours

104°F / 40°C - 3 hours

86°F / 30°C - 4 hours

68°F / 20°C - 6 hours

NOTE: Colder temperatures will affect the surface temperature and run times. The above run times were tested at 41°F / 5°C

TROUBLESHOOTING

Insoles not connecting to the THAW Gear app

THAW BT Heated Insoles will go into a deep sleep state after 12 hours of not being charged or used. To wake up your insoles, connect them to your power cable for a few seconds. The status light will turn yellow to show that the insoles are waking up. Once the light begins flashing green, they will be available to connect to your phone. Unplug the insoles and attempt to connect to your application again.

THAW Gear App is unresponsive

If your app has become unresponsive, force quit the application and relaunch it. This is typically done by swiping up from the bottom of the phone screen, holding and then swiping up on the app screen.

THAW Gear App or Insoles are not working as expected

Sometimes interference during the initial download of an application can cause it to not install properly. This can lead to many unforeseen issues and cause it to not work as intended. If you have any issues other than the ones listed here, try uninstalling the application and redownloading it on the most stable WiFi available.

Cleaning the insoles

THAW BT Heated Insoles feature an IPX4 rating. This means they should never be submerged in water. To clean your insoles, use a damp cloth with a mild detergent and gently wipe the surface of the insoles. Avoid contact with the charging ring. Allow the insoles to dry completely before charging or turning on the insoles after cleaning.

FCC STATEMENT

1. 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.

2. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: 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 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 technician for help.
- Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

LIMITED WARRANTY

At THAW, we are dedicated to making the best quality products. To back this up, this product has a 1-year limited manufacturer's warranty. THAW warrants its products to be free from defects in material and workmanship under normal use. During the one year from date of registration, THAW will repair or replace the defective product. This warranty does not affect any statutory rights that you may be entitled to. Keep a copy of your purchase receipt as proof of purchase.

You can check your warranty registration date in the THAW Gear app by tapping **Warranty Information** from the menu **:** on the **My Devices** tab.

If you experience a problem, please do not return to your local store. Contact our Customer Service team at **800-255-6061** or **info@acgbrands.com**.

For more information, detailed video instructions, and warranty registration, visit **thaw.acgbrands.com**.

MODIFICATION:

Any changes or modifications of this device could void the warranty.

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