



WHISKER LABS

Ting User Manual

The Whisker Labs Ting Sensor is a Wi-Fi-enabled device that continuously and silently monitors your electrical circuits for potential electrical hazards.

Selecting an Outlet

Ting requires a 3-prong indoor electrical outlet.

Location. While Ting will work in any outlet, **it is best to locate an empty outlet** in a less often used area of your home – with the fewest electronic devices or appliances nearby.

Caution. Ting is designed to work while plugged directly into a traditional power outlet.

- **Do not plug into** a 'smart plug' or 'smart outlet'.
- **Do not plug into** an extension cord, power strip or uninterruptable power supply (UPS).



Status LED

Breathing Dark Blue
Device in Bluetooth setup mode

Breathing White
Device starting

Blinking Yellow
Connecting to Wi-Fi network

Solid Yellow
Connected to Wi-Fi

Solid Green
Normal Operation

Wi-Fi Reset (left side), *only if needed*
While plugged in, press in and hold button using paper clip until LED flashes white. This will reset Wi-Fi and place the device in pairing mode.

See next page for installation instructions

Installation

Important – Do not plug in sensor until prompted by the App

Step 1

Download the Ting Sensor App – search for **“Ting Sensor”**



Step 2

Create your user account using the app and follow pairing instructions as provided in the app to install sensor.

Step 3

Sit back and enjoy peace of mind. Ting will take care of alerting you of potential fire hazards.

Questions?

Please see last page of this manual for how to get help.

Safety

- Do not install in unconditioned spaces, i.e., garage
- Do not use outdoors. Avoid water and wet locations.
- Do not attempt to service this product yourself as opening or removing covers may expose you to dangerous voltage or other hazards.
- Unplug this product from the wall outlet and contact us if:
 - There is visible or physical damage to the products enclosure.
 - Liquid has been spilled onto the product.
 - The product has been exposed to rain or water.
 - The product does not operate normally by following the operating instructions.
 - The product has been dropped or damaged in any way.



IMPORTANT WARNING. THE TING SERVICE IS INTENDED TO DETECT MICRO-ARCS AND ANOMALIES IN A RESIDENTIAL ELECTRICAL CIRCUIT THAT MAY PRESENT A FIRE HAZARD. ELECTRICITY IS A COMPLEX PHENOMENON AND THE TING SERVICE CANNOT DETECT ALL POTENTIAL ELECTRICAL FIRE HAZARDS. NO GUARANTEE IS MADE THAT THE SERVICE WILL WARN AGAINST ALL POTENTIAL HAZARDS POSED BY ELECTRICAL SYSTEMS. THE SERVICE WILL NOT SHUT OFF POWER TO YOUR ELECTRICAL SYSTEM, NOR WILL IT ALERT YOU IF THERE IS A FIRE.



IMPORTANT WARNING. THE TING SENSOR IS DESIGNED TO DETECT THE PRESENCE OF ELECTRICAL FIRE HAZARDS PRESENT ON THE ELECTRICAL DISTRIBUTION SYSTEM DIRECTLY CONNECTED TO THE MAIN BREAKER PANEL THAT SUPPLIES POWER TO TING.

IF YOUR HOME HAS MORE THAN ONE MAIN BREAKER PANEL (I.E., THE PANEL HAS ITS OWN DIRECT ELECTRICITY FEED FROM YOUR ELECTRIC METER OR THE UTILITY) THEN YOUR HOME WILL REQUIRE MORE THAN ONE TING. ONE TING IS REQUIRED FOR EACH MAIN BREAKER PANEL. IF YOU HAVE MORE THAN ONE MAIN BREAKER PANEL, A SINGLE TING SENSOR WILL NOT DETECT THE PRESENCE OF ELECTRICAL FIRE HAZARDS ON BOTH PANELS.

IF YOUR HOME HAS A SUB-PANEL CONNECTED TO A MAIN BREAKER PANEL, ONE TING SENSOR WILL COVER THE ELECTRICAL NETWORK OF THE MAIN BREAKER PANEL AND SUB-PANEL IF THE SUB-PANEL IS INSTALLED IN THE SAME PHYSICAL STRUCTURE. IF HOWEVER A SUB-PANEL IS INSTALLED IN A DETACHED OR REMOTE STRUCTURE SEPARATE FROM WHERE THE MAIN BREAKER PANEL IS LOCATED, A SECOND TING WILL BE REQUIRED.

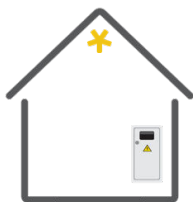
A LARGE MAJORITY OF HOMES ONLY REQUIRE ONE TING. PLEASE REVIEW THE SCENARIOS ON THE NEXT PAGE WHICH SUMMARIZE THE GUIDANCE ABOVE. IF YOU ARE STILL NOT SURE IF YOUR HOME REQUIRES MORE THAN ONE TING, PLEASE DON'T HESITATE TO CONTACT US AT HELP@WHISKERLABS.COM

SCENARIO 1

Typical house, single structure with one (1) main breaker panel

A large majority of homes fall into this scenario

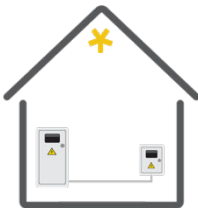
If your home has a single main breaker panel, **one Ting** is required.



SCENARIO 2

Single structure, one (1) main breaker panel with sub-panel(s)

If your home has a sub-panel(s) connected to a single main breaker panel, **one Ting** is required provided the sub-panel(s) is installed in the same physical structure.



SCENARIO 3

Single structure, two (2) main breaker panels

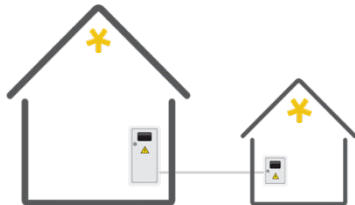
If your home has more than one main breaker panel (i.e., the panel has its own direct electricity feed from your electric meter or the utility) then your home will require **two (2) Tings**, i.e., each main breaker panel requires a Ting.



SCENARIO 4

Detached structure, separate breaker panel from main house breaker panel

If a separate breaker panel is installed in a detached structure from the main house, each structure requires its own Ting, i.e., **two (2) Tings** in this scenario.



Specifications

Model	
WL-T-3000-R05	
Ratings	
Voltage	120VAC
Frequency	60Hz
Current	0.050A typical, 0.120A Max
Voltage Fluctuations	+/- 10% of nominal voltage
Overvoltage	Overvoltage Category II
Radio	
Standard	Wi-Fi – 802.11b/g/n
Frequency	2.4GHz
Environmental	
Operating Temperature	5C to 45C
Storage Temperature	0C to 60C
Humidity Range	0-80% RH
Max Altitude	2000m
Pollution Degree	2
Mechanical	
4.11" x 2.23" x 1.52", 5oz	
Compliance	
Safety Standard	UL 61010-1
Radio	FCC
FCC ID	Contains O7P-4343

FCC Class B Part 15: This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by Whisker Labs Inc. may void the user's authority to operate the equipment.

Maintenance

The Ting Sensor is designed to require very little maintenance.

Cleaning – Unplug this product from the wall outlet before cleaning. Clean only the outside with a dry, clean cloth. Do not use liquids, abrasive agents or solvents.

Terms and Conditions

The Whisker Ting Sensor Service End User License Agreement can be found at <https://www.whiskerlabs.com/ting-terms/>

Getting Help

We've designed Ting for easy installation and worry-free operation. But we also know things can happen. Here's how you can get help, and you can do all this from within the Ting App:

- Email: help@whiskerlabs.com

You can easily do this from the Ting App – from the home screen click on the top left horizontal lines (see image to the right).

Then select '**Help**', and then '**Send email to support**'.



- You can also find answers to common questions.

From the same **Help Menu** in the Ting App (see above), select "**FAQs**". (If you would like to view on a larger screen, the same content can be found online at www.tingfire.com/FAQs)

Designed by Whisker Labs, Inc.

www.whiskerlabs.com

12410 Milestone Center Dr
Germantown, MD 20876

ting