



User Manual

Ting by Whisker Labs, Inc.
© Copyright Whisker Labs

Patent: whiskerlabs.com/patents

Welcome to Ting! The Whisker Labs Ting Sensor is a Wi-Fi-enabled device that comes with your Ting Service and monitors your home's electrical system for potential electrical fire hazards and utility power issues.

Your Ting Sensor

While the Ting sensor 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.



Wi-Fi Reset Button (left side), only if needed. While the sensor is plugged in, gently press and hold the button until the LED flashes white. This will reset Wi-Fi. The LED will turn dark blue, indicating setup mode.

Selecting an Outlet. Ting requires a 3-prong indoor electrical outlet. **Caution.** Ting is designed to work while plugged directly into a traditional power outlet.

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

How to Install

Page 2

Important! Do not plug in sensor until prompted by the App.

Step 1 - Download the yellow Ting Sensor App onto your smartphone. From your smartphone, open App Store (iOS) or Google Play (Android) app and Search for "Ting Sensor", or go to **tingfire.com/install** for links to the app.



Step 2 - Create an Account. Launch the Ting Sensor App and create your user account. You will be guided through the rest of the installation process and the activation of your Ting Service.

Ting will alert you of potential electrical fire hazards and other important events. **A fire hazard alert indicates a real issue, in which case you must respond to enable the mitigation process by the Ting Fire Safety Team. Questions?** Please see last page of this manual for help.

Safety

- (1) Do not install in unconditioned spaces, i.e., garage.
- (2) Do not use outdoors. Avoid water and wet locations.
- (3) Do not attempt to service this product yourself as opening or removing covers may expose you to dangerous voltage or other hazards.
- (4) 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

continued ➡



IMPORTANT WARNING

THE TING SERVICE IS DESIGNED TO DETECT MICRO-ARCS AND SPECIFIC VOLTAGE ANOMALIES IN RESIDENTIAL ELECTRICAL CIRCUITS AND IN ELECTRICITY DELIVERED TO THE HOME (AS DEFINED BELOW) FROM THE ELECTRICAL UTILITY GRID THAT MAY PRESENT ELECTRICAL FIRE HAZARDS, OR ELECTRICAL SHOCK HAZARDS, AND COULD POTENTIALLY DAMAGE APPLIANCES, ELECTRONICS, AND DEVICES IN A HOME (COLLECTIVELY, "FAULTS").

ELECTRICITY IS A COMPLEX PHENOMENON, AND ELECTRICAL CIRCUITRY AND THE UTILITY ELECTRICAL GRID ARE COMPLEX, AND THE TING SERVICE CANNOT DETECT ALL FAULTS OR ANY OTHER POTENTIAL ELECTRICAL ANOMALIES OR FIRE HAZARDS. NO GUARANTEE IS MADE THAT THE TING SERVICE WILL WARN AGAINST ALL POTENTIAL ELECTRICAL FIRE HAZARDS, ELECTRICAL SHOCK HAZARDS, OR POOR POWER QUALITY, WHETHER INSIDE THE HOME OR ON THE UTILITY ELECTRICAL GRID. THE TING SERVICE WILL NOT PREVENT ALL ELECTRICAL FIRES, UTILITY GRID FIRES, OR DAMAGE OR INJURY TO THE HOME, ITS OCCUPANTS, AND APPLIANCES, DEVICES, AND ELECTRONICS WITHIN THE HOME OR THIRD PARTIES OR ADJACENT STRUCTURES.

THE TING SERVICE WILL NOT SHUT OFF POWER TO YOUR ELECTRICAL SYSTEM, NOR WILL IT ALERT YOU IF THERE IS A FIRE.

THE TING SENSOR DOES NOT HAVE A BACKUP BATTERY TO SUPPLY POWER. IF THERE IS A POWER OR INTERNET OUTAGE IN YOUR HOME, THE SERVICE WILL NOT FUNCTION.

THE TING SENSOR WILL NOT MAKE ANY SOUND TO NOTIFY YOU IF THE TING SERVICE DETECTS A FAULT. IN SUCH EVENT, YOU WILL BE NOTIFIED BY ONE (1) OR MORE OF THE FOLLOWING METHODS: E-MAIL, TING SENSOR APP NOTIFICATION, TELEPHONE CALL, TEXT MESSAGE, OR LIGHT INDICATOR ON THE TING SENSOR.

continued 


**IMPORTANT WARNING**

THE TING SERVICE IS DESIGNED TO DETECT THE PRESENCE OF FAULTS ON THE ELECTRICAL DISTRIBUTION SYSTEM DIRECTLY CONNECTED TO THE MAIN BREAKER PANEL THAT SUPPLIES POWER TO THE TING SENSOR. TYPICAL HOMES HAVE ONE (1) MAIN BREAKER PANEL, SO ONLY ONE (1) TING SENSOR IS REQUIRED FOR FULL HOME COVERAGE.

IF YOUR HOME HAS MORE THAN ONE (1) MAIN BREAKER PANEL (E.G., A MAIN BREAKER PANEL HAS ITS OWN DIRECT ELECTRICITY FEED FROM YOUR ELECTRIC METER OR THE UTILITY), THEN YOUR HOME WILL REQUIRE MORE THAN ONE (1) TING SENSOR. ONE (1) TING SENSOR IS REQUIRED FOR EACH MAIN BREAKER PANEL. FOR THE PURPOSES OF DETERMINING THE NUMBER OF TING SENSORS REQUIRED FOR A HOME, ANY BREAKER PANEL WITH AT LEAST 200 AMP SERVICE SHALL BE ALSO CONSIDERED A MAIN BREAKER PANEL. IF YOU HAVE MORE THAN ONE (1) MAIN BREAKER PANEL, A SINGLE TING SENSOR WILL ONLY MONITOR ONE (1) MAIN PANEL AND WILL NOT DETECT THE PRESENCE OF ELECTRICAL FIRE HAZARDS ON OTHER MAIN PANELS.

IF YOUR HOME HAS A SUB-PANEL (LESS THAN 200-AMP CAPACITY) CONNECTED TO A MAIN BREAKER PANEL (E.G., A PANEL FED BY A MAIN BREAKER PANEL AND NOT DIRECTLY FROM YOUR ELECTRIC METER OR THE UTILITY), ONE (1) 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 YOUR HOME HAS A SUB-PANEL INSTALLED IN A DETACHED OR REMOTE STRUCTURE SEPARATE FROM WHERE THE MAIN BREAKER PANEL IS LOCATED, A SECOND TING SENSOR WILL BE REQUIRED.

IT IS YOUR RESPONSIBILITY TO DETERMINE IF MORE THAN ONE TING IS REQUIRED FOR YOUR HOME. A LARGE MAJORITY OF HOMES ONLY REQUIRE ONE TING. PLEASE REVIEW THE

over, continued 

► **IMPORTANT WARNING** (continued from other side)

Page 5

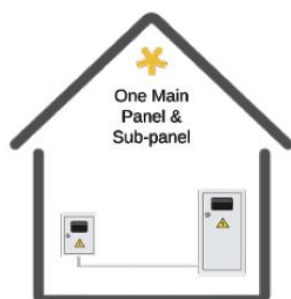
SCENARIOS BELOW WHICH SUMMARIZE THIS GUIDANCE. IF YOU ARE STILL NOT SURE IF YOUR HOME REQUIRES MORE THAN ONE TING, PLEASE CONTACT US AT HELP@WHISKERLABS.COM.

A large majority of homes fall into the first 2 scenarios.



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

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



SCENARIO 2 (1 Sensor) Single structure, one (1) main breaker panel with sub-panel(s)

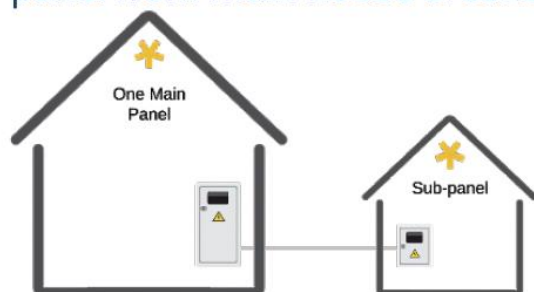
If your home has a sub-panel(s) connected to a single main breaker panel, one Ting sensor is required provided the sub-panel(s) is installed in the same physical structure.



SCENARIO 3 (2 Sensors) Single structure, two (2) main breaker panels

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

SCENARIO 4 (2 Sensors) 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 sensor, i.e., two (2) Ting sensors are needed.

Specifications

Page 6

Model

WL-T-3000-R07

Ratings

Voltage: 120V~

(~ = AC Voltage)

Frequency: 60Hz

Current: 0.030A

Voltage Fluctuations:

+/- 10% of nominal voltage

Overvoltage:

Overvoltage Category II

Radio

Standard:

Wi-Fi – 802.11b/g/n

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

IC ID: Contains 10147A-4343

FC FCC Class B Part 15: 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.



LISTED

Safety Requirements for Electrical Equipment for Measurement, Control, and Laboratory Use - Part 1: General Requirements

continued

*Per UL 61010-1 the Ting sensor has been investigated with respect to risk of fire, shock and injury to persons. UL does not investigate Ting's efficacy or performance.

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.

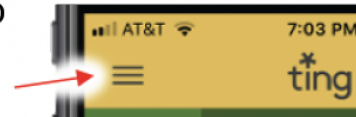
Cleaning. Unplug this product from the wall outlet before cleaning. Clean only the outside with a dry, clean cloth. Do not use liquids, abrasive agents or solvents.

Customer Resources

Terms and Conditions. The Whisker Labs Ting Sensor Service End User License Agreement (EULA) and Ting Terms of Service can be found at 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:

Email: help@whiskerlabs.com. You can also email from the App: from the home screen click on the top left horizontal lines. Select 'Help', then 'Send email to support'.



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 tingfire.com/FAQs.

An online version and downloadable PDF of this manual can be found at: tingfire.com/help/ting-manual/



Whisker Labs, Inc.
12410 Milestone Center Dr.
Germantown, MD, USA
whiskerlabs.com - tingfire.com